

THE NCSTM

The National Community SurveyTM

Pasco, WA

Technical Appendices

2019



2955 Valmont Road Suite 300
Boulder, Colorado 80301
n-r-c.com • 303-444-7863



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777 North Capitol Street NE Suite 500
Washington, DC 20002
icma.org • 800-745-8780

Contents

Appendix A: Complete Survey Responses 3

Appendix B: Benchmark Comparisons..... 21

Appendix C: Detailed Survey Methods 32

Appendix D: Survey Materials 38



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Appendix A: Complete Survey Responses

The following pages contain a complete set of responses to each question on the survey. For questions that included a “don’t know” response option, two tables for that question are provided: the first that excludes the “don’t know” responses, and the second that includes those responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 1: Question 1 without "don't know" responses

Please rate each of the following aspects of quality of life in Pasco:	Excellent		Good		Fair		Poor		Total	
Pasco as a place to live	22%	N=46	63%	N=130	14%	N=28	1%	N=2	100%	N=206
Your neighborhood as a place to live	30%	N=61	48%	N=99	17%	N=36	5%	N=10	100%	N=206
Pasco as a place to raise children	21%	N=42	51%	N=102	22%	N=43	6%	N=11	100%	N=198
Pasco as a place to work	14%	N=26	42%	N=80	39%	N=74	6%	N=11	100%	N=191
Pasco as a place to visit	8%	N=17	25%	N=50	43%	N=88	24%	N=49	100%	N=204
Pasco as a place to retire	16%	N=31	38%	N=74	28%	N=54	18%	N=35	100%	N=194
The overall quality of life in Pasco	10%	N=20	51%	N=106	33%	N=67	6%	N=13	100%	N=206
Sense of community	11%	N=22	32%	N=65	46%	N=94	11%	N=22	100%	N=204

Table 2: Question 1 with "don't know" responses

Please rate each of the following aspects of quality of life in Pasco:	Excellent		Good		Fair		Poor		Don't know		Total	
Pasco as a place to live	22%	N=46	63%	N=130	14%	N=28	1%	N=2	0%	N=0	100%	N=206
Your neighborhood as a place to live	30%	N=61	48%	N=99	17%	N=36	5%	N=10	0%	N=0	100%	N=207
Pasco as a place to raise children	20%	N=42	49%	N=102	21%	N=43	5%	N=11	4%	N=8	100%	N=206
Pasco as a place to work	13%	N=26	39%	N=80	36%	N=74	5%	N=11	7%	N=15	100%	N=206
Pasco as a place to visit	8%	N=17	24%	N=50	43%	N=88	24%	N=49	1%	N=2	100%	N=207
Pasco as a place to retire	15%	N=31	36%	N=74	26%	N=54	17%	N=35	6%	N=13	100%	N=207
The overall quality of life in Pasco	10%	N=20	51%	N=106	33%	N=67	6%	N=13	0%	N=1	100%	N=207
Sense of community	11%	N=22	32%	N=65	46%	N=94	11%	N=22	1%	N=2	100%	N=206

Table 3: Question 2 without "don't know" responses

Please rate each of the following characteristics as they relate to Pasco as a whole:	Excellent		Good		Fair		Poor		Total	
Overall economic health of Pasco	9%	N=18	54%	N=107	29%	N=57	8%	N=17	100%	N=198

The National Community Survey™ - Technical Appendices

Please rate each of the following characteristics as they relate to Pasco as a whole:	Excellent		Good		Fair		Poor		Total	
Overall quality of the transportation system (auto, bicycle, foot, bus) in Pasco	13%	N=27	44%	N=90	34%	N=69	9%	N=19	100%	N=205
Overall design or layout of Pasco's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	11%	N=24	40%	N=83	34%	N=71	14%	N=29	100%	N=207
Overall quality of the utility infrastructure in Pasco (water, sewer, storm water, electric/gas)	25%	N=51	50%	N=103	22%	N=45	4%	N=8	100%	N=207
Overall feeling of safety in Pasco	13%	N=27	51%	N=106	28%	N=58	7%	N=15	100%	N=206
Overall quality of natural environment in Pasco	16%	N=33	45%	N=93	29%	N=59	10%	N=21	100%	N=206
Overall quality of the parks and recreation opportunities	18%	N=38	41%	N=83	28%	N=58	13%	N=26	100%	N=205
Overall health and wellness opportunities in Pasco	16%	N=32	30%	N=61	37%	N=77	17%	N=35	100%	N=205
Overall opportunities for education, culture, and the arts	16%	N=32	32%	N=65	29%	N=59	24%	N=48	100%	N=204
Residents' connection and engagement with their community	7%	N=14	26%	N=51	47%	N=93	20%	N=40	100%	N=198

Table 4: Question 2 with "don't know" responses

Please rate each of the following characteristics as they relate to Pasco as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall economic health of Pasco	9%	N=18	52%	N=107	27%	N=57	8%	N=17	4%	N=8	100%	N=207
Overall quality of the transportation system (auto, bicycle, foot, bus) in Pasco	13%	N=27	44%	N=90	33%	N=69	9%	N=19	1%	N=2	100%	N=207
Overall design or layout of Pasco's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	11%	N=24	40%	N=83	34%	N=71	14%	N=29	0%	N=0	100%	N=207
Overall quality of the utility infrastructure in Pasco (water, sewer, storm water, electric/gas)	25%	N=51	50%	N=103	22%	N=45	4%	N=8	0%	N=0	100%	N=207
Overall feeling of safety in Pasco	13%	N=27	51%	N=106	28%	N=58	7%	N=15	0%	N=0	100%	N=206
Overall quality of natural environment in Pasco	16%	N=33	45%	N=93	29%	N=59	10%	N=21	0%	N=0	100%	N=206
Overall quality of the parks and recreation opportunities	18%	N=38	40%	N=83	28%	N=58	13%	N=26	1%	N=2	100%	N=207
Overall health and wellness opportunities in Pasco	16%	N=32	30%	N=61	37%	N=77	17%	N=35	0%	N=1	100%	N=206
Overall opportunities for education, culture, and the arts	15%	N=32	31%	N=65	28%	N=59	23%	N=48	1%	N=3	100%	N=206
Residents' connection and engagement with their community	7%	N=14	25%	N=51	46%	N=93	20%	N=40	2%	N=5	100%	N=203

Table 5: Question 3 without "don't know" responses

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
Recommend living in Pasco to someone who asks	33%	N=67	45%	N=94	14%	N=28	8%	N=17	100%	N=206
Remain in Pasco for the next five years	54%	N=108	27%	N=54	11%	N=21	8%	N=15	100%	N=199

Table 6: Question 3 with "don't know" responses

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
Recommend living in Pasco to someone who asks	33%	N=67	45%	N=94	14%	N=28	8%	N=17	0%	N=0	100%	N=206
Remain in Pasco for the next five years	52%	N=108	26%	N=54	10%	N=21	7%	N=15	4%	N=8	100%	N=207

Table 7: Question 4 without "don't know" responses

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
In your neighborhood during the day	63%	N=129	27%	N=56	7%	N=14	3%	N=7	0%	N=0	100%	N=207
In Pasco's downtown/commercial area during the day	19%	N=38	47%	N=94	17%	N=35	10%	N=19	7%	N=15	100%	N=201
From property crime	19%	N=39	46%	N=92	17%	N=35	11%	N=22	7%	N=15	100%	N=203
From violent crime	27%	N=55	35%	N=70	17%	N=34	15%	N=31	6%	N=11	100%	N=201
From fire, flood or other natural disaster	61%	N=123	28%	N=56	8%	N=17	1%	N=3	2%	N=4	100%	N=202

Table 8: Question 4 with "don't know" responses

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
In your neighborhood during the day	63%	N=129	27%	N=56	7%	N=14	3%	N=7	0%	N=0	0%	N=0	100%	N=207
In Pasco's downtown/commercial area during the day	18%	N=38	46%	N=94	17%	N=35	9%	N=19	7%	N=15	3%	N=5	100%	N=207
From property crime	19%	N=39	45%	N=92	17%	N=35	11%	N=22	7%	N=15	1%	N=3	100%	N=206
From violent crime	27%	N=55	34%	N=70	17%	N=34	15%	N=31	5%	N=11	2%	N=4	100%	N=206
From fire, flood or other natural disaster	60%	N=123	27%	N=56	8%	N=17	1%	N=3	2%	N=4	2%	N=3	100%	N=205

Table 9: Question 5 without "don't know" responses

Please rate the job you feel the Pasco community does at each of the following.	Excellent		Good		Fair		Poor		Total	
Making all residents feel welcome	16%	N=32	47%	N=92	28%	N=55	8%	N=16	100%	N=195
Attracting people from diverse backgrounds	19%	N=36	35%	N=66	31%	N=59	15%	N=29	100%	N=190
Valuing/respecting residents from diverse backgrounds	14%	N=28	53%	N=104	19%	N=37	14%	N=27	100%	N=197
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	13%	N=23	32%	N=56	31%	N=55	24%	N=43	100%	N=176

Table 10: Question 5 with "don't know" responses

Please rate the job you feel the Pasco community does at each of the following.	Excellent		Good		Fair		Poor		Don't know		Total	
Making all residents feel welcome	16%	N=32	45%	N=92	27%	N=55	8%	N=16	5%	N=10	100%	N=205
Attracting people from diverse backgrounds	18%	N=36	32%	N=66	29%	N=59	14%	N=29	7%	N=15	100%	N=205
Valuing/respecting residents from diverse backgrounds	14%	N=28	51%	N=104	18%	N=37	13%	N=27	4%	N=9	100%	N=205
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	11%	N=23	27%	N=56	27%	N=55	21%	N=43	14%	N=29	100%	N=205

Table 11: Question 6 without "don't know" responses

Please rate each of the following characteristics as they relate to Pasco as a whole:	Excellent		Good		Fair		Poor		Total	
Overall quality of business and service establishments in Pasco	10%	N=21	49%	N=100	28%	N=57	13%	N=27	100%	N=205
Variety of business and service establishments in Pasco	12%	N=25	42%	N=86	30%	N=62	16%	N=33	100%	N=206
Vibrancy of downtown/commercial area	7%	N=14	22%	N=42	48%	N=93	22%	N=43	100%	N=193
Employment opportunities	11%	N=21	36%	N=68	35%	N=67	18%	N=33	100%	N=190
Shopping opportunities	9%	N=18	27%	N=55	41%	N=84	24%	N=49	100%	N=206
Cost of living in Pasco	13%	N=27	32%	N=67	38%	N=79	16%	N=34	100%	N=206
Overall image or reputation of Pasco	5%	N=11	29%	N=60	47%	N=97	18%	N=36	100%	N=205

Table 12: Question 6 with "don't know" responses

Please rate each of the following characteristics as they relate to Pasco as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall quality of business and service establishments in Pasco	10%	N=21	49%	N=100	28%	N=57	13%	N=27	0%	N=0	100%	N=205
Variety of business and service establishments in Pasco	12%	N=25	42%	N=86	30%	N=62	16%	N=33	0%	N=0	100%	N=206
Vibrancy of downtown/commercial area	7%	N=14	21%	N=42	47%	N=93	22%	N=43	3%	N=5	100%	N=198
Employment opportunities	10%	N=21	33%	N=68	33%	N=67	16%	N=33	8%	N=16	100%	N=206
Shopping opportunities	9%	N=18	27%	N=55	41%	N=84	24%	N=49	0%	N=0	100%	N=206
Cost of living in Pasco	13%	N=27	32%	N=67	38%	N=79	16%	N=34	0%	N=0	100%	N=206
Overall image or reputation of Pasco	5%	N=11	29%	N=60	47%	N=97	18%	N=36	0%	N=1	100%	N=206

Table 13: Question 7 without "don't know" responses

Please rate each of the following characteristics as they relate to Pasco as a whole.	Excellent		Good		Fair		Poor		Total	
Traffic flow on major streets	5%	N=10	36%	N=73	30%	N=60	29%	N=60	100%	N=203
Ease of public parking	16%	N=32	50%	N=103	26%	N=53	8%	N=16	100%	N=204
Ease of travel by car in Pasco	21%	N=43	53%	N=108	17%	N=35	9%	N=18	100%	N=203

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Please rate each of the following characteristics as they relate to Pasco as a whole.	Excellent		Good		Fair		Poor		Total	
Ease of travel by public transportation in Pasco	16%	N=25	46%	N=71	30%	N=46	8%	N=13	100%	N=155
Ease of travel by bicycle in Pasco	7%	N=13	37%	N=63	38%	N=65	17%	N=30	100%	N=170
Ease of walking in Pasco	9%	N=17	40%	N=79	35%	N=69	16%	N=31	100%	N=197
Well-planned residential growth	7%	N=14	38%	N=75	37%	N=72	19%	N=37	100%	N=198
Well-planned commercial growth	9%	N=17	34%	N=66	39%	N=74	18%	N=34	100%	N=191
Well-designed neighborhoods	9%	N=18	44%	N=88	38%	N=76	8%	N=17	100%	N=198
Preservation of the historical or cultural character of the community	8%	N=15	42%	N=77	41%	N=77	8%	N=16	100%	N=185
Public places where people want to spend time	7%	N=14	23%	N=47	45%	N=91	25%	N=50	100%	N=203
Variety of housing options	11%	N=20	34%	N=64	36%	N=68	20%	N=38	100%	N=190
Availability of affordable quality housing	5%	N=10	31%	N=59	34%	N=64	30%	N=56	100%	N=188
Overall quality of new development in Pasco	13%	N=26	49%	N=99	31%	N=62	7%	N=14	100%	N=201
Overall appearance of Pasco	10%	N=20	42%	N=86	36%	N=72	12%	N=25	100%	N=204
Cleanliness of Pasco	10%	N=21	37%	N=76	34%	N=70	19%	N=39	100%	N=205
Water resources (beaches, lakes, ponds, riverways, etc.)	18%	N=37	43%	N=87	32%	N=64	6%	N=13	100%	N=201
Air quality	19%	N=38	52%	N=105	20%	N=40	9%	N=18	100%	N=201
Availability of paths and walking trails	20%	N=40	37%	N=76	24%	N=48	19%	N=38	100%	N=202
Fitness opportunities (including exercise classes and paths or trails, etc.)	16%	N=32	37%	N=73	31%	N=62	16%	N=31	100%	N=197
Recreational opportunities	13%	N=24	30%	N=57	43%	N=82	15%	N=28	100%	N=191
Availability of affordable quality food	21%	N=44	45%	N=91	22%	N=45	12%	N=24	100%	N=203
Availability of affordable quality health care	19%	N=39	32%	N=65	35%	N=71	13%	N=26	100%	N=201
Availability of preventive health services	18%	N=35	35%	N=69	30%	N=58	17%	N=34	100%	N=196
Availability of affordable quality mental health care	8%	N=13	21%	N=33	32%	N=51	40%	N=64	100%	N=160
Opportunities for cultural enrichment	5%	N=8	30%	N=49	43%	N=70	21%	N=35	100%	N=163
Opportunities to attend cultural/arts/music activities	4%	N=8	29%	N=53	34%	N=63	33%	N=60	100%	N=184
Community support for the arts	3%	N=5	27%	N=43	30%	N=48	39%	N=62	100%	N=158
Availability of affordable quality childcare/preschool	9%	N=12	21%	N=30	38%	N=53	32%	N=44	100%	N=139
K-12 education	21%	N=35	33%	N=56	31%	N=53	15%	N=26	100%	N=171
Adult educational opportunities	12%	N=19	38%	N=60	34%	N=53	16%	N=25	100%	N=156
Sense of civic/community pride	6%	N=11	25%	N=45	53%	N=97	16%	N=28	100%	N=182

The National Community Survey™ - Technical Appendices

Please rate each of the following characteristics as they relate to Pasco as a whole.	Excellent		Good		Fair		Poor		Total	
Neighborliness of residents in Pasco	6%	N=12	42%	N=83	39%	N=77	12%	N=24	100%	N=198
Opportunities to participate in social events and activities	9%	N=16	32%	N=56	40%	N=69	19%	N=33	100%	N=174
Opportunities to attend special events and festivals	6%	N=12	40%	N=74	34%	N=62	20%	N=36	100%	N=184
Opportunities to volunteer	18%	N=30	37%	N=61	32%	N=53	14%	N=22	100%	N=166
Opportunities to participate in community matters	6%	N=11	28%	N=46	52%	N=85	14%	N=23	100%	N=164
Openness and acceptance of the community toward people of diverse backgrounds	7%	N=13	42%	N=78	33%	N=62	18%	N=33	100%	N=186

Table 14: Question 7 with "don't know" responses

Please rate each of the following characteristics as they relate to Pasco as a whole.	Excellent		Good		Fair		Poor		Don't know		Total	
Traffic flow on major streets	5%	N=10	36%	N=73	30%	N=60	29%	N=60	0%	N=0	100%	N=204
Ease of public parking	16%	N=32	50%	N=103	26%	N=53	8%	N=16	0%	N=0	100%	N=205
Ease of travel by car in Pasco	21%	N=43	53%	N=108	17%	N=35	9%	N=18	1%	N=1	100%	N=205
Ease of travel by public transportation in Pasco	12%	N=25	35%	N=71	23%	N=46	6%	N=13	23%	N=47	100%	N=202
Ease of travel by bicycle in Pasco	6%	N=13	31%	N=63	32%	N=65	15%	N=30	17%	N=34	100%	N=204
Ease of walking in Pasco	8%	N=17	39%	N=79	34%	N=69	15%	N=31	3%	N=6	100%	N=202
Well-planned residential growth	7%	N=14	36%	N=75	35%	N=72	18%	N=37	4%	N=8	100%	N=205
Well-planned commercial growth	8%	N=17	32%	N=66	36%	N=74	17%	N=34	7%	N=14	100%	N=204
Well-designed neighborhoods	9%	N=18	43%	N=88	37%	N=76	8%	N=17	3%	N=7	100%	N=205
Preservation of the historical or cultural character of the community	8%	N=15	38%	N=77	38%	N=77	8%	N=16	9%	N=19	100%	N=204
Public places where people want to spend time	7%	N=14	23%	N=47	45%	N=91	25%	N=50	1%	N=2	100%	N=204
Variety of housing options	10%	N=20	31%	N=64	33%	N=68	18%	N=38	7%	N=15	100%	N=204
Availability of affordable quality housing	5%	N=10	29%	N=59	31%	N=64	27%	N=56	8%	N=16	100%	N=205
Overall quality of new development in Pasco	13%	N=26	48%	N=99	30%	N=62	7%	N=14	2%	N=3	100%	N=204
Overall appearance of Pasco	10%	N=20	42%	N=86	35%	N=72	12%	N=25	1%	N=1	100%	N=205
Cleanliness of Pasco	10%	N=21	37%	N=76	34%	N=70	19%	N=39	0%	N=0	100%	N=205
Water resources (beaches, lakes, ponds, riverways, etc.)	18%	N=37	43%	N=87	31%	N=64	6%	N=13	2%	N=4	100%	N=204
Air quality	18%	N=38	51%	N=105	20%	N=40	9%	N=18	2%	N=3	100%	N=204
Availability of paths and walking trails	19%	N=40	37%	N=76	23%	N=48	19%	N=38	2%	N=3	100%	N=205
Fitness opportunities (including exercise classes and paths or trails, etc.)	15%	N=32	36%	N=73	30%	N=62	15%	N=31	4%	N=8	100%	N=205
Recreational opportunities	12%	N=24	29%	N=57	41%	N=82	14%	N=28	4%	N=8	100%	N=199

The National Community Survey™ - Technical Appendices

Please rate each of the following characteristics as they relate to Pasco as a whole.	Excellent		Good		Fair		Poor		Don't know		Total	
Availability of affordable quality food	21%	N=44	44%	N=91	22%	N=45	12%	N=24	1%	N=2	100%	N=205
Availability of affordable quality health care	19%	N=39	32%	N=65	35%	N=71	13%	N=26	2%	N=5	100%	N=205
Availability of preventive health services	17%	N=35	34%	N=69	29%	N=58	17%	N=34	4%	N=8	100%	N=205
Availability of affordable quality mental health care	6%	N=13	16%	N=33	25%	N=51	31%	N=64	22%	N=44	100%	N=204
Opportunities for cultural enrichment	4%	N=8	25%	N=49	36%	N=70	18%	N=35	18%	N=35	100%	N=197
Opportunities to attend cultural/arts/music activities	4%	N=8	26%	N=53	31%	N=63	30%	N=60	10%	N=20	100%	N=205
Community support for the arts	2%	N=5	22%	N=43	24%	N=48	31%	N=62	21%	N=42	100%	N=200
Availability of affordable quality childcare/preschool	6%	N=12	15%	N=30	26%	N=53	22%	N=44	31%	N=62	100%	N=201
K-12 education	18%	N=35	28%	N=56	27%	N=53	13%	N=26	15%	N=30	100%	N=200
Adult educational opportunities	10%	N=19	30%	N=60	27%	N=53	12%	N=25	21%	N=41	100%	N=197
Sense of civic/community pride	6%	N=11	23%	N=45	50%	N=97	15%	N=28	7%	N=13	100%	N=195
Neighborliness of residents in Pasco	6%	N=12	41%	N=83	38%	N=77	12%	N=24	3%	N=6	100%	N=203
Opportunities to participate in social events and activities	8%	N=16	28%	N=56	34%	N=69	16%	N=33	14%	N=29	100%	N=203
Opportunities to attend special events and festivals	6%	N=12	36%	N=74	30%	N=62	18%	N=36	10%	N=20	100%	N=204
Opportunities to volunteer	15%	N=30	30%	N=61	26%	N=53	11%	N=22	19%	N=39	100%	N=204
Opportunities to participate in community matters	5%	N=11	23%	N=46	42%	N=85	11%	N=23	19%	N=38	100%	N=203
Openness and acceptance of the community toward people of diverse backgrounds	7%	N=13	39%	N=78	31%	N=62	17%	N=33	7%	N=14	100%	N=200

Table 15: Question 8

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Contacted the City of Pasco (in-person, phone, email, or web) for help or information	56%	N=112	44%	N=89	100%	N=202
Contacted Pasco elected officials (in-person, phone, email, or web) to express your opinion	91%	N=185	9%	N=18	100%	N=202
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	78%	N=159	22%	N=44	100%	N=202
Watched (online or on television) a local public meeting	74%	N=149	26%	N=53	100%	N=202
Volunteered your time to some group/activity in Pasco	69%	N=139	31%	N=64	100%	N=202
Campaigned or advocated for a local issue, cause, or candidate	85%	N=169	15%	N=31	100%	N=200
Voted in your most recent local election	32%	N=65	68%	N=136	100%	N=201
Used bus, rail, subway, or other public transportation instead of driving	67%	N=135	33%	N=67	100%	N=202

The National Community Survey™ - Technical Appendices

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Carpooled with other adults or children instead of driving alone	45%	N=91	55%	N=111	100%	N=202
Walked or biked instead of driving	51%	N=102	49%	N=100	100%	N=202

Table 16: Question 9 without "don't know" responses

Please rate the quality of each of the following services in Pasco.	Excellent		Good		Fair		Poor		Total	
Public information services	9%	N=14	46%	N=71	41%	N=63	4%	N=7	100%	N=155
Economic development	8%	N=13	47%	N=81	37%	N=65	8%	N=14	100%	N=173
Traffic enforcement	10%	N=20	44%	N=86	35%	N=68	10%	N=20	100%	N=194
Traffic signal timing	11%	N=21	40%	N=78	30%	N=59	18%	N=35	100%	N=194
Street repair	8%	N=15	43%	N=84	41%	N=82	8%	N=15	100%	N=197
Street cleaning	15%	N=30	42%	N=83	34%	N=67	9%	N=19	100%	N=199
Street lighting	18%	N=35	35%	N=70	29%	N=57	18%	N=36	100%	N=198
Snow removal	8%	N=16	34%	N=67	42%	N=84	16%	N=31	100%	N=197
Sidewalk maintenance	8%	N=15	45%	N=86	34%	N=65	13%	N=25	100%	N=192
Bus or transit services	15%	N=23	56%	N=87	23%	N=36	6%	N=10	100%	N=155
Land use, planning, and zoning	9%	N=15	34%	N=59	40%	N=69	17%	N=29	100%	N=173
Code enforcement (weeds, abandoned buildings, etc.)	5%	N=10	32%	N=58	26%	N=48	36%	N=66	100%	N=182
Affordable high-speed internet access	10%	N=19	35%	N=65	25%	N=47	30%	N=57	100%	N=188
Garbage collection	51%	N=102	35%	N=71	14%	N=27	1%	N=1	100%	N=201
Drinking water	38%	N=77	44%	N=88	12%	N=23	6%	N=13	100%	N=201
Sewer services	35%	N=66	47%	N=89	17%	N=33	2%	N=3	100%	N=191
Storm water management (storm drainage, dams, levees, etc.)	31%	N=56	39%	N=69	27%	N=47	3%	N=5	100%	N=178
Utility billing	16%	N=32	38%	N=77	37%	N=73	9%	N=18	100%	N=200
Police/Sheriff services	25%	N=47	49%	N=93	17%	N=33	9%	N=18	100%	N=190
Crime prevention	19%	N=35	42%	N=79	27%	N=51	12%	N=23	100%	N=188
Animal control	12%	N=21	41%	N=72	24%	N=42	23%	N=41	100%	N=177
Ambulance or emergency medical services	35%	N=56	47%	N=75	14%	N=22	4%	N=6	100%	N=159
Fire services	30%	N=49	55%	N=92	14%	N=23	1%	N=2	100%	N=167
Fire prevention and education	21%	N=34	48%	N=77	27%	N=43	3%	N=5	100%	N=159

The National Community Survey™ - Technical Appendices

Please rate the quality of each of the following services in Pasco.	Excellent		Good		Fair		Poor		Total	
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	13%	N=17	30%	N=40	34%	N=46	23%	N=31	100%	N=135
Preservation of natural areas (open space, farmlands and greenbelts)	10%	N=16	39%	N=63	37%	N=60	13%	N=22	100%	N=161
Pasco open space	5%	N=8	49%	N=81	33%	N=55	13%	N=22	100%	N=167
Recycling	4%	N=8	20%	N=38	23%	N=43	54%	N=103	100%	N=192
Yard waste pick-up	27%	N=48	27%	N=47	29%	N=50	16%	N=29	100%	N=174
City parks	11%	N=22	46%	N=93	32%	N=64	11%	N=23	100%	N=201
Recreation programs or classes	11%	N=16	33%	N=50	35%	N=53	22%	N=33	100%	N=153
Recreation centers or facilities	7%	N=11	26%	N=43	37%	N=62	31%	N=51	100%	N=167
Health services	10%	N=19	41%	N=76	40%	N=74	9%	N=18	100%	N=187
Public library services	38%	N=70	36%	N=67	18%	N=33	8%	N=14	100%	N=183
Overall customer service by Pasco employees (police, receptionists, planners, etc.)	23%	N=45	36%	N=70	29%	N=57	11%	N=22	100%	N=194

Table 17: Question 9 with "don't know" responses

Please rate the quality of each of the following services in Pasco.	Excellent		Good		Fair		Poor		Don't know		Total	
Public information services	7%	N=14	37%	N=71	33%	N=63	3%	N=7	19%	N=37	100%	N=192
Economic development	7%	N=13	41%	N=81	33%	N=65	7%	N=14	12%	N=25	100%	N=198
Traffic enforcement	10%	N=20	43%	N=86	34%	N=68	10%	N=20	3%	N=7	100%	N=201
Traffic signal timing	11%	N=21	39%	N=78	30%	N=59	18%	N=35	3%	N=5	100%	N=199
Street repair	8%	N=15	42%	N=84	41%	N=82	8%	N=15	2%	N=4	100%	N=201
Street cleaning	15%	N=30	41%	N=83	33%	N=67	9%	N=19	2%	N=3	100%	N=202
Street lighting	17%	N=35	35%	N=70	28%	N=57	18%	N=36	2%	N=3	100%	N=201
Snow removal	8%	N=16	33%	N=67	42%	N=84	15%	N=31	2%	N=4	100%	N=201
Sidewalk maintenance	8%	N=15	43%	N=86	32%	N=65	12%	N=25	5%	N=10	100%	N=202
Bus or transit services	11%	N=23	43%	N=87	18%	N=36	5%	N=10	22%	N=45	100%	N=201
Land use, planning, and zoning	8%	N=15	29%	N=59	34%	N=69	14%	N=29	14%	N=29	100%	N=202
Code enforcement (weeds, abandoned buildings, etc.)	5%	N=10	29%	N=58	24%	N=48	33%	N=66	9%	N=18	100%	N=200
Affordable high-speed internet access	9%	N=19	33%	N=65	24%	N=47	29%	N=57	5%	N=10	100%	N=198
Garbage collection	51%	N=102	35%	N=71	14%	N=27	1%	N=1	0%	N=0	100%	N=202
Drinking water	38%	N=77	44%	N=88	12%	N=23	6%	N=13	0%	N=1	100%	N=202

The National Community Survey™ - Technical Appendices

Please rate the quality of each of the following services in Pasco.	Excellent		Good		Fair		Poor		Don't know		Total	
Sewer services	33%	N=66	44%	N=89	16%	N=33	1%	N=3	5%	N=9	100%	N=200
Storm water management (storm drainage, dams, levees, etc.)	28%	N=56	34%	N=69	23%	N=47	3%	N=5	12%	N=24	100%	N=202
Utility billing	16%	N=32	38%	N=77	36%	N=73	9%	N=18	1%	N=1	100%	N=201
Police/Sheriff services	23%	N=47	46%	N=93	16%	N=33	9%	N=18	6%	N=11	100%	N=202
Crime prevention	17%	N=35	40%	N=79	25%	N=51	11%	N=23	6%	N=12	100%	N=200
Animal control	10%	N=21	36%	N=72	21%	N=42	20%	N=41	12%	N=25	100%	N=202
Ambulance or emergency medical services	28%	N=56	37%	N=75	11%	N=22	3%	N=6	21%	N=42	100%	N=201
Fire services	25%	N=49	46%	N=92	12%	N=23	1%	N=2	16%	N=32	100%	N=198
Fire prevention and education	17%	N=34	38%	N=77	21%	N=43	3%	N=5	21%	N=43	100%	N=202
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	9%	N=17	21%	N=40	24%	N=46	16%	N=31	30%	N=57	100%	N=192
Preservation of natural areas (open space, farmlands and greenbelts)	8%	N=16	32%	N=63	31%	N=60	11%	N=22	17%	N=33	100%	N=194
Pasco open space	4%	N=8	41%	N=81	28%	N=55	11%	N=22	16%	N=32	100%	N=199
Recycling	4%	N=8	19%	N=38	22%	N=43	52%	N=103	3%	N=6	100%	N=198
Yard waste pick-up	24%	N=48	24%	N=47	25%	N=50	14%	N=29	12%	N=25	100%	N=199
City parks	11%	N=22	46%	N=93	32%	N=64	11%	N=23	0%	N=1	100%	N=202
Recreation programs or classes	8%	N=16	25%	N=50	26%	N=53	16%	N=33	24%	N=49	100%	N=202
Recreation centers or facilities	5%	N=11	21%	N=43	31%	N=62	25%	N=51	17%	N=35	100%	N=202
Health services	10%	N=19	39%	N=76	38%	N=74	9%	N=18	5%	N=11	100%	N=198
Public library services	35%	N=70	34%	N=67	17%	N=33	7%	N=14	8%	N=15	100%	N=199
Overall customer service by Pasco employees (police, receptionists, planners, etc.)	22%	N=45	35%	N=70	28%	N=57	11%	N=22	4%	N=8	100%	N=202

Table 18: Question 10 without "don't know" responses

Please rate the following categories of Pasco government performance.	Excellent		Good		Fair		Poor		Total	
The value of services for the taxes paid to Pasco	9%	N=16	42%	N=78	39%	N=72	11%	N=21	100%	N=186
The overall direction that Pasco is taking	9%	N=16	47%	N=85	30%	N=54	14%	N=25	100%	N=181
The job Pasco government does at welcoming resident involvement	7%	N=11	41%	N=63	38%	N=58	13%	N=20	100%	N=152
Overall confidence in Pasco government	7%	N=13	35%	N=64	42%	N=77	15%	N=27	100%	N=180
Generally acting in the best interest of the community	7%	N=13	43%	N=78	33%	N=59	17%	N=30	100%	N=179

The National Community Survey™ - Technical Appendices

Please rate the following categories of Pasco government performance.	Excellent		Good		Fair		Poor		Total	
Being honest	9%	N=16	41%	N=70	32%	N=54	17%	N=30	100%	N=170
Being open and transparent to the public	12%	N=20	34%	N=58	32%	N=54	23%	N=39	100%	N=171
Informing residents about issues facing the community	10%	N=18	29%	N=51	39%	N=68	22%	N=38	100%	N=175
Treating all residents fairly	8%	N=13	37%	N=63	33%	N=57	21%	N=36	100%	N=169
Treating residents with respect	8%	N=14	52%	N=93	28%	N=51	12%	N=22	100%	N=179

Table 19: Question 10 with "don't know" responses

Please rate the following categories of Pasco government performance.	Excellent		Good		Fair		Poor		Don't know		Total	
The value of services for the taxes paid to Pasco	8%	N=16	38%	N=78	36%	N=72	10%	N=21	8%	N=16	100%	N=202
The overall direction that Pasco is taking	8%	N=16	43%	N=85	27%	N=54	13%	N=25	9%	N=17	100%	N=198
The job Pasco government does at welcoming resident involvement	5%	N=11	31%	N=63	29%	N=58	10%	N=20	24%	N=48	100%	N=201
Overall confidence in Pasco government	6%	N=13	32%	N=64	38%	N=77	13%	N=27	11%	N=22	100%	N=202
Generally acting in the best interest of the community	6%	N=13	38%	N=78	29%	N=59	15%	N=30	11%	N=23	100%	N=202
Being honest	8%	N=16	35%	N=70	27%	N=54	15%	N=30	16%	N=31	100%	N=202
Being open and transparent to the public	10%	N=20	29%	N=58	27%	N=54	19%	N=39	16%	N=31	100%	N=202
Informing residents about issues facing the community	9%	N=18	25%	N=51	34%	N=68	19%	N=38	13%	N=27	100%	N=202
Treating all residents fairly	7%	N=13	32%	N=63	29%	N=57	18%	N=36	14%	N=28	100%	N=198
Treating residents with respect	7%	N=14	46%	N=93	25%	N=51	11%	N=22	11%	N=23	100%	N=202

Table 20: Question 11 without "don't know" responses

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Total	
The City of Pasco	15%	N=30	47%	N=92	30%	N=59	8%	N=16	100%	N=197
The Federal Government	5%	N=10	34%	N=62	33%	N=62	28%	N=52	100%	N=185

Table 21: Question 11 with "don't know" responses

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
The City of Pasco	15%	N=30	46%	N=92	29%	N=59	8%	N=16	2%	N=5	100%	N=202
The Federal Government	5%	N=10	31%	N=62	31%	N=62	26%	N=52	8%	N=16	100%	N=202

Table 22: Question 12

Please rate how important, if at all, you think it is for the Pasco community to focus on each of the following in the coming two years.	Essential		Very important		Somewhat important		Not at all important		Total	
Overall economic health of Pasco	46%	N=93	46%	N=92	7%	N=14	1%	N=1	100%	N=201
Overall quality of the transportation system (auto, bicycle, foot, bus) in Pasco	30%	N=61	45%	N=90	23%	N=47	1%	N=2	100%	N=201
Overall design or layout of Pasco's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	40%	N=80	48%	N=96	12%	N=24	0%	N=1	100%	N=202
Overall quality of the utility infrastructure in Pasco (water, sewer, storm water, electric/gas)	47%	N=94	45%	N=89	8%	N=17	0%	N=0	100%	N=200
Overall feeling of safety in Pasco	57%	N=115	37%	N=76	6%	N=12	0%	N=0	100%	N=202
Overall quality of natural environment in Pasco	37%	N=75	51%	N=102	11%	N=22	1%	N=1	100%	N=201
Overall quality of the parks and recreation opportunities	37%	N=75	53%	N=107	9%	N=19	0%	N=0	100%	N=201
Overall health and wellness opportunities in Pasco	45%	N=91	41%	N=82	13%	N=25	1%	N=3	100%	N=201
Overall opportunities for education, culture and the arts	45%	N=91	41%	N=84	12%	N=24	2%	N=4	100%	N=202
Residents' connection and engagement with their community	31%	N=62	46%	N=92	23%	N=46	1%	N=2	100%	N=201

Table 23: Question 13 without "don't know" responses

Pasco recently formed an Arts and Culture Commission. The Commission will be responsible for finding funding and resources to create several public art projects. To what extent do you support or oppose using public funds to help pay for public art projects?	Percent	Number
Strongly support	29%	N=52
Somewhat support	50%	N=91
Somewhat oppose	17%	N=30
Strongly oppose	5%	N=9
Total	100%	N=181

Table 24: Question 13 with "don't know" responses

Pasco recently formed an Arts and Culture Commission. The Commission will be responsible for finding funding and resources to create several public art projects. To what extent do you support or oppose using public funds to help pay for public art projects?	Percent	Number
Strongly support	26%	N=52
Somewhat support	46%	N=91
Somewhat oppose	15%	N=30
Strongly oppose	5%	N=9
Don't know	7%	N=14
Total	100%	N=196

Table 25: Question 14 without "don't know" responses

The City of Pasco is exploring ways to take action to increase the development/supply of more affordable housing units. To what extent would you support or oppose the City exploring each the following options?	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Total	
Provide incentives for the development of housing that is affordable to more households (lower price points)	47%	N=89	31%	N=59	12%	N=23	10%	N=19	100%	N=190
Implement zoning initiatives to increase housing supply and options through increased density or building types	37%	N=68	28%	N=51	18%	N=33	18%	N=33	100%	N=184
Allocate public funding to create additional affordable housing	36%	N=69	25%	N=47	21%	N=41	18%	N=34	100%	N=191
Let the market decide	21%	N=38	36%	N=63	20%	N=36	22%	N=39	100%	N=176

Table 26: Question 14 with "don't know" responses

The City of Pasco is exploring ways to take action to increase the development/supply of more affordable housing units. To what extent would you support or oppose the City exploring each the following options?	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Don't know		Total	
Provide incentives for the development of housing that is affordable to more households (lower price points)	44%	N=89	29%	N=59	11%	N=23	10%	N=19	6%	N=12	100%	N=202
Implement zoning initiatives to increase housing supply and options through increased density or building types	34%	N=68	26%	N=51	16%	N=33	16%	N=33	7%	N=15	100%	N=199
Allocate public funding to create additional affordable housing	34%	N=69	23%	N=47	20%	N=41	17%	N=34	6%	N=11	100%	N=202
Let the market decide	19%	N=38	32%	N=63	18%	N=36	20%	N=39	12%	N=25	100%	N=201

Table 27: Question 15

How likely, if at all, would each of the following be to bring you to downtown more often?	Very likely		Somewhat likely		Not at all likely		Total	
More cultural opportunities	37%	N=72	40%	N=78	23%	N=45	100%	N=195
More unique dining opportunities	64%	N=124	21%	N=42	15%	N=30	100%	N=196
More national chain restaurants	37%	N=71	34%	N=65	29%	N=56	100%	N=193
More service-oriented businesses (e.g., spa/nail/esthetician services, beer/wine bar, coffee café, dry cleaner, etc.)	27%	N=52	36%	N=70	37%	N=71	100%	N=193
More children/youth opportunities	43%	N=86	23%	N=45	34%	N=68	100%	N=199

Table 28: Question D1 without "don't know" responses

Thinking about a typical week, how many times do you:	Several times a day		Once a day		A few times a week		Every few weeks		Less often or never		Total	
Access the internet from your home using a computer, laptop, or tablet computer	77%	N=152	9%	N=17	3%	N=5	3%	N=7	8%	N=16	100%	N=197
Access the internet from your cell phone	81%	N=159	7%	N=15	2%	N=4	0%	N=1	10%	N=19	100%	N=198
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	54%	N=106	14%	N=27	13%	N=26	2%	N=4	17%	N=34	100%	N=198
Use or check email	63%	N=124	23%	N=45	5%	N=10	2%	N=4	7%	N=13	100%	N=195
Share your opinions online	20%	N=37	2%	N=4	14%	N=25	8%	N=14	57%	N=107	100%	N=187
Shop online	20%	N=37	6%	N=11	24%	N=46	30%	N=56	20%	N=39	100%	N=189

Table 29: Question D1 with "don't know" responses

Thinking about a typical week, how many times do you:	Several times a day		Once a day		A few times a week		Every few weeks		Less often or never		Don't know		Total	
Access the internet from your home using a computer, laptop, or tablet computer	77%	N=152	9%	N=17	3%	N=5	3%	N=7	8%	N=16	0%	N=0	100%	N=197
Access the internet from your cell phone	80%	N=159	7%	N=15	2%	N=4	0%	N=1	10%	N=19	0%	N=0	100%	N=198
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	53%	N=106	14%	N=27	13%	N=26	2%	N=4	17%	N=34	1%	N=1	100%	N=199
Use or check email	63%	N=124	23%	N=45	5%	N=10	2%	N=4	7%	N=13	0%	N=0	100%	N=195
Share your opinions online	19%	N=37	2%	N=4	13%	N=25	7%	N=14	55%	N=107	3%	N=7	100%	N=194
Shop online	19%	N=37	6%	N=11	24%	N=46	29%	N=56	20%	N=39	3%	N=5	100%	N=194

Table 30: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	27%	N=54
Very good	42%	N=84
Good	27%	N=55
Fair	4%	N=8
Poor	0%	N=0
Total	100%	N=202

Table 31: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	12%	N=23
Somewhat positive	27%	N=53
Neutral	50%	N=100
Somewhat negative	9%	N=18
Very negative	2%	N=5
Total	100%	N=200

Table 32: Question D4

How many years have you lived in Pasco?	Percent	Number
Less than 2 years	8%	N=16
2 to 5 years	11%	N=22
6 to 10 years	12%	N=23
11 to 20 years	22%	N=44
More than 20 years	47%	N=96
Total	100%	N=202

Table 33: Question D5

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	81%	N=167
Building with two or more homes (duplex, townhome, apartment or condominium)	14%	N=29
Mobile home	2%	N=4
Other	2%	N=5
Total	100%	N=205

Table 34: Question D6

Do you rent or own your home?	Percent	Number
Rent	26%	N=52
Own	74%	N=152
Total	100%	N=205

Table 35: Question D7

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, and homeowners' association (HOA) fees)?	Percent	Number
Less than \$500 per month	7%	N=13
\$500 to \$999 per month	23%	N=45
\$1,000 to \$1,499 per month	24%	N=47
\$1,500 to \$1,999 per month	22%	N=43
\$2,000 to \$2,499 per month	18%	N=36
\$2,500 to \$2,999 per month	2%	N=4
\$3,000 to \$3,499 per month	1%	N=2
\$3,500 or more per month	4%	N=8
Total	100%	N=198

Table 36: Question D8

Do any children 17 or under live in your household?	Percent	Number
No	49%	N=95
Yes	51%	N=98
Total	100%	N=193

Table 37: Question D9

Are you or any other members of your household aged 65 or older?	Percent	Number
No	72%	N=145
Yes	28%	N=56
Total	100%	N=200

Table 38: Question D10

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	7%	N=14
\$25,000 to \$49,999	32%	N=60
\$50,000 to \$74,999	24%	N=45
\$75,000 to \$99,999	11%	N=21
\$100,000 to \$149,999	20%	N=38
\$150,000 or more	6%	N=11
Total	100%	N=189

Table 39: Question D11

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	50%	N=97
Yes, I consider myself to be Spanish, Hispanic or Latino	50%	N=99
Total	100%	N=196

Table 40: Question D12

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	8%	N=15
Asian, Asian Indian or Pacific Islander	3%	N=5
Black or African American	1%	N=2
White	75%	N=145
Other	23%	N=44

Total may exceed 100% as respondents could select more than one option.

Table 41: Question D13

In which category is your age?	Percent	Number
18 to 24 years	8%	N=16
25 to 34 years	32%	N=65
35 to 44 years	20%	N=41
45 to 54 years	16%	N=34
55 to 64 years	6%	N=13
65 to 74 years	12%	N=24
75 years or older	6%	N=12
Total	100%	N=204

Table 42: Question D14

What is your gender?	Percent	Number
Female	51%	N=104
Male	48%	N=98
Identify in another way	1%	N=1
Total	100%	N=203

Appendix B: Benchmark Comparisons

Comparison Data

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 600 communities whose residents evaluated the same kinds of topics on The National Community Survey. The comparison evaluations are from the most recent survey completed in each community; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. The City of Pasco chose to have comparisons made to the entire database.

Interpreting the Results

Ratings are compared when there are at least five communities in which a similar question was asked. Where comparisons are available, four columns are provided in the table. The first column is Pasco's "percent positive." The percent positive is the combination of the top two most positive response options (i.e., "excellent" and "good," "very safe" and "somewhat safe," etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating "yes" or participating in an activity at least once a month. The second column is the rank assigned to Pasco's rating among communities where a similar question was asked. The third column is the number of communities that asked a similar question. The final column shows the comparison of Pasco's rating to the benchmark.

In that final column, Pasco's results are noted as being "higher" than the benchmark, "lower" than the benchmark or "similar" to the benchmark, meaning that the average rating given by Pasco residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as "higher" or "lower" than the benchmark means that Pasco's average rating for a particular item was more than 10 points different than the benchmark. If a rating was "much higher" or "much lower," then Pasco's average rating was more than 20 points different when compared to the benchmark.

Benchmark Database Characteristics	
Region	Percent
New England	3%
Middle Atlantic	5%
East North Central	15%
West North Central	13%
South Atlantic	22%
East South Central	3%
West South Central	7%
Mountain	16%
Pacific	16%
Population	Percent
Less than 10,000	10%
10,000 to 24,999	22%
25,000 to 49,999	23%
50,000 to 99,999	22%
100,000 or more	23%

National Benchmark Comparisons

Table 43: Quality of Life

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall image or reputation of Pasco	35%	314	346	Much lower
The overall quality of life in Pasco	61%	386	440	Lower
Pasco as a place to live	85%	263	385	Similar
Recommend living in Pasco to someone who asks	78%	225	287	Similar
Remain in Pasco for the next five years	81%	194	280	Similar

Table 44: Governance

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall confidence in Pasco government	43%	197	274	Similar
Overall direction that Pasco is taking	56%	200	315	Similar
Value of services for the taxes paid to Pasco	50%	207	389	Similar
Generally acting in the best interest of the community	51%	189	274	Similar
Being honest	51%	186	265	Similar
Being open and transparent to the public	46%	NA	NA	NA
Informing residents about issues facing the community	40%	NA	NA	NA
Job Pasco government does at welcoming resident involvement	49%	199	319	Similar
Treating all residents fairly	45%	210	271	Similar
Treating residents with respect	60%	NA	NA	NA
Overall customer service by Pasco employees (police, receptionists, planners, etc.)	59%	297	374	Similar
Public information services	55%	227	294	Similar
Overall quality of City services	62%	312	410	Similar
Services provided by the Federal Government	39%	191	254	Similar

Table 45: Economy

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall economic health of Pasco	63%	170	274	Similar
Economic development	55%	142	285	Similar
Overall quality of business and service establishments in Pasco	59%	198	276	Similar
Variety of business and service establishments in Pasco	54%	NA	NA	NA
Vibrancy of downtown/commercial area	29%	187	251	Lower
Shopping opportunities	35%	231	294	Lower
Pasco as a place to visit	33%	268	289	Much lower
Pasco as a place to work	56%	214	358	Similar
Employment opportunities	47%	129	311	Similar
Cost of living in Pasco	45%	114	270	Similar
Economy will have positive impact on income	38%	59	262	Similar

The National Community Survey™ - Technical Appendices

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
NOT experiencing housing costs stress	52%	249	261	Lower

Table 46: Mobility

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall quality of the transportation system (auto, bicycle, foot, bus) in Pasco	57%	244	277	Lower
Traffic flow on major streets	41%	243	337	Similar
Ease of travel by car in Pasco	74%	115	306	Similar
Ease of travel by public transportation in Pasco	62%	25	241	Higher
Ease of travel by bicycle in Pasco	44%	199	306	Similar
Ease of walking in Pasco	49%	245	307	Lower
Ease of public parking	66%	68	235	Similar
Bus or transit services	70%	46	237	Higher
Traffic enforcement	55%	271	360	Similar
Traffic signal timing	51%	147	267	Similar
Street repair	51%	137	375	Similar
Street cleaning	57%	195	322	Similar
Street lighting	53%	207	321	Similar
Snow removal	42%	235	271	Lower
Sidewalk maintenance	53%	177	315	Similar
Used bus, rail, subway, or other public transportation instead of driving	33%	64	220	Similar
Carpooled with other adults or children instead of driving alone	55%	29	254	Higher
Walked or biked instead of driving	49%	179	263	Similar

Table 47: Community Design

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall design or layout of Pasco's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	51%	198	268	Similar
Overall appearance of Pasco	52%	282	345	Lower
Your neighborhood as a place to live	77%	231	312	Similar
Overall quality of new development in Pasco	62%	85	293	Similar
Well-planned residential growth	45%	NA	NA	NA
Well-planned commercial growth	43%	NA	NA	NA
Well-designed neighborhoods	53%	5	6	Lower
Preservation of the historical or cultural character of the community	50%	NA	NA	NA
Public places where people want to spend time	30%	255	262	Much lower
Variety of housing options	44%	188	281	Similar
Availability of affordable quality housing	36%	183	303	Similar
Land use, planning, and zoning	43%	168	301	Similar

The National Community Survey™ - Technical Appendices

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Code enforcement (weeds, abandoned buildings, etc.)	37%	317	378	Lower

Table 48: Utilities

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Affordable high-speed internet access	45%	NA	NA	NA
Garbage collection	86%	38	339	Similar
Drinking water	82%	59	307	Similar
Sewer services	81%	73	314	Similar
Storm water management	71%	45	338	Higher
Utility billing	54%	201	237	Similar

Table 49: Safety

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall feeling of safety in Pasco	64%	294	355	Lower
Police/Sheriff services	73%	332	436	Similar
Crime prevention	61%	243	355	Similar
Animal control	53%	266	325	Similar
Ambulance or emergency medical services	82%	258	334	Similar
Fire services	85%	316	372	Similar
Fire prevention and education	69%	221	286	Similar
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	43%	260	283	Lower
In your neighborhood during the day	90%	245	355	Similar
In Pasco's downtown/commercial area during the day	66%	309	321	Lower
Property crimes (e.g., burglary, theft)	65%	10	16	Similar
Violent crime (e.g., rape, assault, robbery)	62%	14	16	Lower
Safety from fire, flood, or other natural disaster	88%	NA	NA	NA

Table 50: Natural Environment

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Quality of overall natural environment in Pasco	61%	248	278	Lower
Cleanliness of Pasco	47%	251	286	Lower
Water resources (beaches, lakes, ponds, riverways, etc.)	62%	NA	NA	NA
Air quality	71%	193	249	Similar
Preservation of natural areas such as open space, farmlands and greenbelts	49%	196	256	Similar
Pasco open space	54%	192	243	Similar
Recycling	24%	345	346	Much lower
Yard waste pick-up	55%	226	267	Lower

Table 51: Parks and Recreation

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall quality of the parks and recreation opportunities	59%	NA	NA	NA
Availability of paths and walking trails	57%	215	320	Similar
City parks	57%	298	317	Lower
Recreational opportunities	43%	264	296	Lower
Recreation programs or classes	44%	311	326	Lower
Recreation centers or facilities	32%	277	282	Much lower
Fitness opportunities (including exercise classes and paths or trails, etc.)	53%	221	260	Lower

Table 52: Health and Wellness

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall health and wellness opportunities in Pasco	46%	242	270	Lower
Health services	51%	180	227	Similar
Availability of affordable quality health care	52%	177	263	Similar
Availability of preventive health services	53%	182	245	Similar
Availability of affordable quality mental health care	29%	203	239	Lower
Availability of affordable quality food	66%	146	249	Similar
In very good to excellent health	68%	52	255	Similar

Table 53: Education, Arts, and Culture

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall opportunities for education, culture, and the arts	47%	234	271	Lower
Opportunities to attend cultural/arts/music activities	33%	280	291	Much lower
Opportunities to attend special events and festivals	47%	275	286	Lower
Community support for the arts	30%	NA	NA	NA
Public library services	75%	252	327	Similar
Availability of affordable quality child care/preschool	30%	234	262	Lower
K-12 education	54%	212	275	Lower
Adult educational opportunities	51%	169	248	Similar

Table 54: Inclusivity and Engagement

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Residents' connection and engagement with their community	33%	NA	NA	NA
Sense of community	43%	257	306	Similar
Sense of civic/community pride	31%	NA	NA	NA
Neighborliness of Pasco	49%	235	263	Similar
Pasco as a place to raise children	73%	267	373	Similar
Pasco as a place to retire	54%	269	353	Similar
Openness and acceptance of the community toward people of diverse backgrounds	49%	257	294	Similar

The National Community Survey™ - Technical Appendices

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Making all residents feel welcome	63%	NA	NA	NA
Attracting people from diverse backgrounds	54%	NA	NA	NA
Valuing/respecting residents from diverse backgrounds	67%	NA	NA	NA
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	44%	NA	NA	NA
Opportunities to participate in social events and activities	42%	245	267	Lower
Opportunities to volunteer	55%	240	268	Similar
Opportunities to participate in community matters	34%	275	278	Lower

Table 55: Participation

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Contacted Pasco (in-person, phone, email or web) for help or information	44%	163	326	Similar
Contacted Pasco elected officials (in-person, phone, email or web) to express your opinion	9%	254	258	Similar
Attended a local public meeting	22%	113	267	Similar
Watched (online or on television) a local public meeting	26%	70	237	Similar
Volunteered your time to some group/activity in Pasco	31%	182	268	Similar
Campaigned or advocated for an issue, cause or candidate	15%	218	245	Similar
Voted in your most recent local election	68%	NA	NA	NA
Access the internet from your home using a computer, laptop or tablet computer	88%	NA	NA	NA
Access the internet from your cell phone	90%	NA	NA	NA
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	81%	NA	NA	NA
Use or check email	92%	NA	NA	NA
Share your opinions online	35%	NA	NA	NA
Shop online	50%	NA	NA	NA

Table 56: Focus Areas

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall economic health of Pasco	92%	86	250	Similar
Overall quality of the transportation system (auto, bicycle, foot, bus) in Pasco	75%	147	250	Similar
Overall design or layout of Pasco's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	87%	10	250	Higher
Overall quality of the utility infrastructure in Pasco (water, sewer, storm water, electric/gas)	92%	NA	NA	NA
Overall feeling of safety in Pasco	94%	88	250	Similar
Overall quality of natural environment in Pasco	88%	75	250	Similar
Overall quality of the parks and recreation opportunities	91%	NA	NA	NA
Overall health and wellness opportunities in Pasco	86%	9	249	Higher
Overall opportunities for education, culture, and the arts	86%	29	250	Higher
Residents' connection and engagement with their community	76%	160	250	Similar

Communities included in national comparisons

The communities included in Pasco's comparisons are listed on the following pages along with their population according to the American Community Survey (ACS) 2017 5-year estimates.

Adams County, CO	487,850	Cabarrus County, NC	196,716
Airway Heights city, WA	8,017	Cambridge city, MA	110,893
Albany city, OR	52,007	Canandaigua city, NY	10,402
Albemarle County, VA	105,105	Cannon Beach city, OR	1,517
Albert Lea city, MN	17,716	Cañon City city, CO	16,298
Alexandria city, VA	154,710	Canton city, SD	3,352
Allegan County, MI	114,145	Cape Coral city, FL	173,679
American Canyon city, CA	20,341	Carlsbad city, CA	113,147
Ames city, IA	65,005	Carroll city, IA	9,937
Ankeny city, IA	56,237	Cartersville city, GA	20,235
Ann Arbor city, MI	119,303	Cary town, NC	159,715
Apache Junction city, AZ	38,452	Castle Rock town, CO	57,274
Arapahoe County, CO	626,612	Cedar Hill city, TX	48,149
Arlington city, TX	388,225	Cedar Park city, TX	70,010
Arvada city, CO	115,320	Cedar Rapids city, IA	130,330
Asheville city, NC	89,318	Celina city, TX	7,910
Ashland city, OR	20,733	Centennial city, CO	108,448
Ashland town, MA	17,478	Chandler city, AZ	245,160
Ashland town, VA	7,554	Chandler city, TX	2,896
Aspen city, CO	7,097	Chanhasen city, MN	25,108
Athens-Clarke County, GA	122,292	Chapel Hill town, NC	59,234
Auburn city, AL	61,462	Chardon city, OH	5,166
Augusta CCD, GA	136,103	Charles County, MD	156,021
Aurora city, CO	357,323	Charlotte County, FL	173,236
Austin city, TX	916,906	Charlottesville city, VA	46,487
Avon town, CO	6,503	Chattanooga city, TN	176,291
Avon town, IN	16,479	Chautauqua town, NY	4,362
Avondale city, AZ	81,590	Chesterfield County, VA	335,594
Azusa city, CA	49,029	Clackamas County, OR	399,962
Bainbridge Island city, WA	23,689	Clayton city, MO	16,214
Baltimore city, MD	619,796	Clearwater city, FL	112,794
Baltimore County, MD	828,637	Cleveland Heights city, OH	45,024
Battle Creek city, MI	51,505	Clinton city, SC	8,538
Bay Village city, OH	15,426	Clive city, IA	17,134
Baytown city, TX	76,205	Clovis city, CA	104,411
Bedford city, TX	49,082	College Park city, MD	32,186
Bedford town, MA	14,105	College Station city, TX	107,445
Bellevue city, WA	139,014	Colleyville city, TX	25,557
Bellingham city, WA	85,388	Collinsville city, IL	24,767
Bend city, OR	87,167	Columbia city, MO	118,620
Bethlehem township, PA	23,800	Columbia city, SC	132,236
Bettendorf city, IA	35,293	Columbia Falls city, MT	5,054
Billings city, MT	109,082	Commerce City city, CO	52,905
Bloomington city, IN	83,636	Concord city, CA	128,160
Bloomington city, MN	85,417	Concord town, MA	19,357
Boise City city, ID	220,859	Conshohocken borough, PA	7,985
Bonner Springs city, KS	7,644	Coolidge city, AZ	12,221
Boulder city, CO	106,271	Coon Rapids city, MN	62,342
Bowling Green city, KY	64,302	Coral Springs city, FL	130,110
Bozeman city, MT	43,132	Coronado city, CA	24,053
Brentwood city, TN	41,524	Corvallis city, OR	56,224
Brighton city, CO	38,016	Cottonwood Heights city, UT	34,214
Brookline CDP, MA	59,246	Coventry Lake CDP, CT	2,932
Brooklyn Center city, MN	30,885	Coventry town, CT	12,458
Brooklyn city, OH	10,891	Creve Coeur city, MO	18,259
Broomfield city, CO	64,283	Cupertino city, CA	60,687
Brownsburg town, IN	24,625	Dacono city, CO	4,929
Buffalo Grove village, IL	41,551	Dakota County, MN	414,655
Burlingame city, CA	30,401	Dallas city, OR	15,413

The National Community Survey™ - Technical Appendices

Dallas city, TX	1,300,122	Gillette city, WY	31,783
Danville city, KY	16,657	Glen Ellyn village, IL	27,983
Darien city, IL	22,206	Glendora city, CA	51,891
Davenport city, FL	3,665	Glenview village, IL	47,066
Davidson town, NC	12,325	Golden city, CO	20,365
Dayton city, OH	140,939	Golden Valley city, MN	21,208
Dayton town, WY	815	Goodyear city, AZ	74,953
Dearborn city, MI	95,295	Grafton village, WI	11,576
Decatur city, GA	22,022	Grand Blanc city, MI	7,964
Del Mar city, CA	4,338	Grand Rapids city, MI	195,355
DeLand city, FL	30,315	Grants Pass city, OR	36,687
Delaware city, OH	38,193	Grass Valley city, CA	12,893
Denison city, TX	23,342	Greeley city, CO	100,760
Denton city, TX	131,097	Greenville city, NC	90,347
Denver city, CO	678,467	Greenwich town, CT	62,782
Des Moines city, IA	214,778	Greenwood Village city, CO	15,397
Des Peres city, MO	8,536	Greer city, SC	28,587
Destin city, FL	13,421	Gunnison County, CO	16,215
Dover city, NH	30,901	Haltom City city, TX	44,059
Dublin city, CA	57,022	Hamilton city, OH	62,216
Dublin city, OH	44,442	Hamilton town, MA	7,991
Duluth city, MN	86,066	Hampton city, VA	136,255
Durham city, NC	257,232	Hanover County, VA	103,218
Durham County, NC	300,865	Harrisburg city, SD	5,429
Dyer town, IN	16,077	Harrisonburg city, VA	53,064
Eagan city, MN	66,102	Harrisonville city, MO	10,025
Eagle Mountain city, UT	27,773	Hastings city, MN	22,620
Eau Claire city, WI	67,945	Henderson city, NV	284,817
Eden Prairie city, MN	63,660	Herndon town, VA	24,545
Eden town, VT	1,254	High Point city, NC	109,849
Edgewater city, CO	5,299	Highland Park city, IL	29,796
Edina city, MN	50,603	Highlands Ranch CDP, CO	105,264
Edmond city, OK	89,769	Homer Glen village, IL	24,403
Edmonds city, WA	41,309	Honolulu County, HI	990,060
El Cerrito city, CA	24,982	Hoquiam city, WA	8,416
El Paso de Robles (Paso Robles) city, CA	31,409	Horry County, SC	310,186
Elk Grove city, CA	166,228	Hudson town, CO	1,709
Elmhurst city, IL	46,139	Huntley village, IL	26,265
Englewood city, CO	33,155	Huntsville city, TX	40,727
Erie town, CO	22,019	Hutchinson city, MN	13,836
Estes Park town, CO	6,248	Hutto city, TX	22,644
Euclid city, OH	47,698	Independence city, MO	117,369
Fairview town, TX	8,473	Indio city, CA	86,867
Farmers Branch city, TX	33,808	Iowa City city, IA	73,415
Farmersville city, TX	3,440	Irving city, TX	235,648
Farmington Hills city, MI	81,235	Issaquah city, WA	35,629
Farmington town, CT	25,596	Jackson city, MO	14,690
Fate city, TX	10,339	Jackson County, MI	158,989
Fayetteville city, GA	17,069	James City County, VA	73,028
Fayetteville city, NC	210,324	Jefferson County, NY	116,567
Ferguson township, PA	18,837	Jefferson Parish, LA	437,038
Fernandina Beach city, FL	11,957	Jerome city, ID	11,306
Flower Mound town, TX	71,575	Johnson City city, TN	65,598
Forest Grove city, OR	23,554	Johnston city, IA	20,172
Fort Collins city, CO	159,150	Jupiter town, FL	62,373
Franklin city, TN	72,990	Kalamazoo city, MI	75,833
Frederick town, CO	11,397	Kansas City city, KS	151,042
Fremont city, CA	230,964	Kansas City city, MO	476,974
Fruita city, CO	13,039	Keizer city, OR	37,910
Gahanna city, OH	34,691	Kent city, WA	126,561
Gaithersburg city, MD	67,417	Kerrville city, TX	22,931
Galveston city, TX	49,706	Key West city, FL	25,316
Gardner city, KS	21,059	King City city, CA	13,721
Germantown city, TN	39,230	Kingman city, AZ	28,855
Gilbert town, AZ	232,176	Kirkland city, WA	86,772

The National Community Survey™ - Technical Appendices

Kirkwood city, MO.....	27,659	Mesa city, AZ.....	479,317
Knoxville city, IA.....	7,202	Miami Beach city, FL.....	92,187
La Mesa city, CA.....	59,479	Miami city, FL.....	443,007
La Plata town, MD.....	9,160	Middleton city, WI.....	18,951
La Vista city, NE.....	17,062	Middletown town, RI.....	16,100
Laguna Niguel city, CA.....	65,429	Midland city, MI.....	41,958
Lake Forest city, IL.....	18,931	Milford city, DE.....	10,645
Lake in the Hills village, IL.....	28,908	Milton city, GA.....	37,556
Lake Zurich village, IL.....	19,983	Minneapolis city, MN.....	411,452
Lakeville city, MN.....	61,056	Minnetrista city, MN.....	7,187
Lakewood city, CO.....	151,411	Missouri City city, TX.....	72,688
Lakewood city, WA.....	59,102	Moline city, IL.....	42,644
Lancaster County, SC.....	86,544	Monroe city, MI.....	20,128
Lansing city, MI.....	115,222	Montgomery city, MN.....	2,921
Laramie city, WY.....	32,104	Montgomery County, MD.....	1,039,198
Larimer County, CO.....	330,976	Monticello city, UT.....	2,599
Las Cruces city, NM.....	101,014	Montrose city, CO.....	18,918
Las Vegas city, NM.....	13,445	Moraga town, CA.....	17,231
Lawrence city, KS.....	93,954	Morristown city, TN.....	29,446
Lawrenceville city, GA.....	29,287	Morrisville town, NC.....	23,873
Lehi city, UT.....	58,351	Morro Bay city, CA.....	10,568
Lenexa city, KS.....	52,030	Mountlake Terrace city, WA.....	20,922
Lewisville city, TX.....	103,638	Murphy city, TX.....	20,361
Lewisville town, NC.....	13,516	Naperville city, IL.....	146,431
Libertyville village, IL.....	20,504	Napoleon city, OH.....	8,646
Lincolnwood village, IL.....	12,637	Nederland city, TX.....	17,284
Lindsborg city, KS.....	3,313	Needham CDP, MA.....	30,429
Little Chute village, WI.....	11,006	Nevada City city, CA.....	3,112
Littleton city, CO.....	45,848	Nevada County, CA.....	98,838
Livermore city, CA.....	88,232	New Braunfels city, TX.....	70,317
Lombard village, IL.....	43,776	New Brighton city, MN.....	22,440
Lone Tree city, CO.....	13,430	New Concord village, OH.....	2,561
Long Grove village, IL.....	7,980	New Hope city, MN.....	20,909
Longmont city, CO.....	91,730	New Orleans city, LA.....	388,182
Lonsdale city, MN.....	3,850	New Ulm city, MN.....	13,249
Los Alamos County, NM.....	18,031	Newport city, RI.....	24,745
Los Altos Hills town, CA.....	8,490	Newport News city, VA.....	180,775
Loudoun County, VA.....	374,558	Newton city, IA.....	15,085
Louisville city, CO.....	20,319	Niles village, IL.....	29,823
Lower Merion township, PA.....	58,500	Noblesville city, IN.....	59,807
Lynchburg city, VA.....	79,237	Norcross city, GA.....	16,474
Lynnwood city, WA.....	37,242	Norfolk city, NE.....	24,352
Manassas city, VA.....	41,379	Norfolk city, VA.....	245,752
Manhattan Beach city, CA.....	35,698	North Mankato city, MN.....	13,583
Manhattan city, KS.....	55,427	North Port city, FL.....	62,542
Mankato city, MN.....	41,241	North Yarmouth town, ME.....	3,714
Maple Grove city, MN.....	68,362	Northglenn city, CO.....	38,473
Maplewood city, MN.....	40,127	Novato city, CA.....	55,378
Maricopa County, AZ.....	4,155,501	Novi city, MI.....	58,835
Marin County, CA.....	260,814	O'Fallon city, IL.....	29,095
Marion city, IA.....	38,014	Oak Park village, IL.....	52,229
Mariposa County, CA.....	17,658	Oakley city, CA.....	39,950
Marshfield city, WI.....	18,326	Oklahoma City city, OK.....	629,191
Martinez city, CA.....	37,902	Olmsted County, MN.....	151,685
Marysville city, WA.....	66,178	Olympia city, WA.....	49,928
Maui County, HI.....	164,094	Orange village, OH.....	3,280
McKinney city, TX.....	164,760	Orland Park village, IL.....	59,161
McMinnville city, OR.....	33,211	Orleans Parish, LA.....	388,182
Mecklenburg County, NC.....	1,034,290	Oshkosh city, WI.....	66,649
Menlo Park city, CA.....	33,661	Oswego village, IL.....	33,759
Menomonee Falls village, WI.....	36,411	Ottawa County, MI.....	280,243
Mercer Island city, WA.....	24,768	Overland Park city, KS.....	186,147
Meridian charter township, MI.....	41,903	Paducah city, KY.....	24,879
Meridian city, ID.....	91,917	Palm Beach Gardens city, FL.....	53,119
Merriam city, KS.....	11,259	Palm Coast city, FL.....	82,356

The National Community Survey™ - Technical Appendices

Palo Alto city, CA	67,082	San Jose city, CA	1,023,031
Palos Verdes Estates city, CA.....	13,591	San Marcos city, CA	93,493
Papillion city, NE.....	19,478	San Marcos city, TX.....	59,935
Paradise Valley town, AZ.....	13,961	Sangamon County, IL.....	198,134
Park City city, UT	8,167	Santa Fe city, NM.....	82,980
Parker town, CO	51,125	Santa Fe County, NM.....	147,514
Parkland city, FL	28,901	Sarasota County, FL	404,839
Pasco city, WA.....	70,607	Savage city, MN	30,011
Pasco County, FL	498,136	Schaumburg village, IL	74,427
Payette city, ID	7,366	Schertz city, TX	38,199
Pearland city, TX.....	113,693	Scott County, MN	141,463
Peoria city, IL.....	115,424	Scottsdale city, AZ	239,283
Pflugerville city, TX.....	58,013	Sedona city, AZ	10,246
Pinehurst village, NC	15,580	Sevierville city, TN	16,387
Piqua city, OH.....	20,793	Shakopee city, MN.....	40,024
Pitkin County, CO	17,747	Sharonville city, OH	13,974
Plano city, TX.....	281,566	Shawnee city, KS.....	64,840
Platte City city, MO	4,867	Shawnee city, OK.....	30,974
Pleasant Hill city, IA	9,608	Sherborn town, MA	4,302
Pleasanton city, CA.....	79,341	Shoreline city, WA	55,431
Plymouth city, MN	76,258	Shoreview city, MN	26,432
Polk County, IA	467,235	Shorewood village, IL.....	16,809
Pompano Beach city, FL	107,542	Sierra Vista city, AZ.....	43,585
Port Orange city, FL	60,315	Silverton city, OR	9,757
Port St. Lucie city, FL	178,778	Sioux Falls city, SD	170,401
Portland city, OR	630,331	Skokie village, IL.....	64,773
Powell city, OH	12,658	Snoqualmie city, WA	12,944
Powhatan County, VA	28,364	Snowmass Village town, CO	2,827
Prince William County, VA	450,763	Somerset town, MA.....	18,257
Prior Lake city, MN	25,452	South Jordan city, UT.....	65,523
Pueblo city, CO	109,122	Southlake city, TX	30,090
Purcellville town, VA	9,217	Spearfish city, SD	11,300
Queen Creek town, AZ	33,298	Springfield city, MO.....	165,785
Raleigh city, NC	449,477	Springville city, UT	32,319
Ramsey city, MN	25,853	St. Augustine city, FL.....	13,952
Raymond town, ME.....	4,497	St. Charles city, IL.....	32,730
Raymore city, MO	20,358	St. Joseph city, MO	76,819
Redmond city, OR.....	28,492	St. Louis County, MN	200,294
Redmond city, WA	60,712	St. Lucie County, FL.....	298,763
Redwood City city, CA	84,368	State College borough, PA	42,224
Reno city, NV.....	239,732	Steamboat Springs city, CO	12,520
Richland city, WA	53,991	Sugar Land city, TX.....	86,886
Richmond city, CA	108,853	Suisun City city, CA	29,280
Richmond Heights city, MO.....	8,466	Summit County, UT.....	39,731
Rio Rancho city, NM.....	93,317	Sunnyvale city, CA	151,565
River Falls city, WI	15,256	Surprise city, AZ.....	129,534
Riverside city, CA	321,570	Suwanee city, GA.....	18,655
Roanoke city, VA	99,572	Tacoma city, WA.....	207,280
Roanoke County, VA.....	93,419	Takoma Park city, MD.....	17,643
Rochester city, NY	209,463	Temecula city, CA	110,722
Rock Hill city, SC	70,764	Tempe city, AZ.....	178,339
Rockville city, MD.....	66,420	Temple city, TX	71,795
Roeland Park city, KS.....	6,810	Texarkana city, TX.....	37,222
Rohnert Park city, CA	42,305	The Woodlands CDP, TX	109,608
Rolla city, MO	20,013	Tigard city, OR	51,355
Rosemount city, MN	23,474	Tinley Park village, IL	57,107
Rosenberg city, TX.....	35,867	Tracy city, CA	87,613
Roseville city, MN.....	35,624	Trinidad CCD, CO	10,819
Round Rock city, TX.....	116,369	Tualatin city, OR	27,135
Royal Palm Beach village, FL.....	37,665	Tulsa city, OK	401,352
Sacramento city, CA	489,650	Tustin city, CA.....	80,007
Sahuarita town, AZ	28,257	Twin Falls city, ID	47,340
Sammamish city, WA	62,877	Unalaska city, AK	4,809
San Carlos city, CA.....	29,954	University Heights city, OH	13,201
San Diego city, CA.....	1,390,966	University Park city, TX	24,692

The National Community Survey™ - Technical Appendices

Urbandale city, IA.....	42,222	Westminster city, MD.....	18,557
Vail town, CO.....	5,425	Wheat Ridge city, CO.....	31,162
Ventura CCD, CA.....	115,218	White House city, TN.....	11,107
Vernon Hills village, IL.....	26,084	Wichita city, KS.....	389,054
Vestavia Hills city, AL.....	34,003	Williamsburg city, VA.....	14,817
Victoria city, MN.....	8,679	Willowbrook village, IL.....	8,598
Vienna town, VA.....	16,474	Wilmington city, NC.....	115,261
Virginia Beach city, VA.....	450,057	Wilsonville city, OR.....	22,789
Walnut Creek city, CA.....	68,516	Windsor town, CO.....	23,386
Warrensburg city, MO.....	19,890	Windsor town, CT.....	29,037
Washington County, MN.....	250,979	Winnetka village, IL.....	12,504
Washoe County, NV.....	445,551	Winter Garden city, FL.....	40,799
Washougal city, WA.....	15,241	Woodbury city, MN.....	67,648
Wauwatosa city, WI.....	47,687	Woodinville city, WA.....	11,675
Wentzville city, MO.....	35,768	Wyandotte County, KS.....	163,227
West Carrollton city, OH.....	12,963	Yakima city, WA.....	93,182
West Chester township, OH.....	62,804	York County, VA.....	67,196
Western Springs village, IL.....	13,187	Yorktown town, IN.....	11,200
Westerville city, OH.....	38,604	Yorkville city, IL.....	18,691
Westlake town, TX.....	1,006	Yountville city, CA.....	2,978
Westminster city, CO.....	111,895		

Appendix C: Detailed Survey Methods

The National Community Survey™ (The NCS™), conducted by National Research Center, Inc., was developed to provide communities an accurate, affordable and easy way to assess and interpret resident opinion about important local topics. Standardization of common questions and survey methods provide the rigor to assure valid results, and each community has enough flexibility to construct a customized version of The NCS.

Results offer insight into residents' perspectives about the community as a whole, including local amenities, services, public trust, resident participation and other aspects of the community in order to support budgeting, land use and strategic planning and communication with residents. Resident demographic characteristics permit comparison to the Census as well as comparison of results for different subgroups of residents. The City of Pasco funded this research. Please contact Angela Pashon of the City of Pasco at pashona@pasco-wa.gov if you have any questions about the survey.

Survey Validity

The question of survey validity has two parts: 1) how can a community be confident that the results from those who completed the questionnaire are representative of the results that would have been obtained had the survey been administered to the entire population? and 2) how closely do the perspectives recorded on the survey reflect what residents really believe or do?

To answer the first question, the best survey research practices were used for the resources spent to ensure that the results from the survey respondents reflect the opinions of residents in the entire community. These practices include:

- Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent. A higher response rate lessens the worry that those who did not respond are different than those who did respond.
- Selecting households at random within the community to receive the survey to ensure that the households selected to receive the survey are representative of the larger community.
- Over-sampling multi-family housing units to improve response from hard-to-reach, lower income or younger apartment dwellers.
- Selecting the respondent within the household using an unbiased sampling procedure; in this case, the "birthday method." The cover letter included an instruction requesting that the respondent in the household be the adult (18 years old or older) who most recently had a birthday, irrespective of year of birth.
- Contacting potential respondents three times to encourage response from people who may have different opinions or habits than those who would respond with only a single prompt.
- Inviting response in a compelling manner (using appropriate letterhead/logos and a signature of a visible leader) to appeal to recipients' sense of civic responsibility.
- Providing a pre-addressed, postage-paid return envelope.
- Offering the survey in Spanish or other language when requested by a given community.
- Weighting the results to reflect the demographics of the population.

The answer to the second question about how closely the perspectives recorded on the survey reflect what residents really believe or do is more complex. Resident responses to surveys are influenced by a variety of factors. For questions about service quality, residents' expectations for service quality play a role as well as the "objective" quality of the service provided, the way the resident perceives the entire community (that is, the context in which the service is provided), the scale on which the resident is asked to record his or her opinion

and, of course, the opinion, itself, that a resident holds about the service. Similarly a resident's report of certain behaviors is colored by what he or she believes is the socially desirable response (e.g., reporting tolerant behaviors toward "oppressed groups," likelihood of voting for a tax increase for services to poor people, use of alternative modes of travel to work besides the single occupancy vehicle), his or her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), his or her confidence that he or she can be honest without suffering any negative consequences (thus the need for anonymity) as well as the actual behavior itself.

How closely survey results come to recording the way a person really feels or behaves often is measured by the coincidence of reported behavior with observed current behavior (e.g., driving habits), reported intentions to behave with observed future behavior (e.g., voting choices) or reported opinions about current community quality with objective characteristics of the community (e.g., feelings of safety correlated with rates of crime). There is a body of scientific literature that has investigated the relationship between reported behaviors and actual behaviors. Well-conducted surveys, by and large, do capture true respondent behaviors or intentions to act with great accuracy. Predictions of voting outcomes tend to be quite accurate using survey research, as do reported behaviors that are not about highly sensitive issues (e.g., family abuse or other illegal or morally sanctioned activities). For self-reports about highly sensitive issues, statistical adjustments can be made to correct for the respondents' tendency to report what they think the "correct" response should be.

Research on the correlation of resident opinion about service quality and "objective" ratings of service quality vary, with some showing stronger relationships than others. NRC's own research has demonstrated that residents who report the lowest ratings of street repair live in communities with objectively worse street conditions than those who report high ratings of street repair (based on road quality, delay in street repair, number of road repair employees). Similarly, the lowest rated fire services appear to be "objectively" worse than the highest rated fire services (expenditures per capita, response time, "professional" status of firefighters, breadth of services and training provided). Resident opinion commonly reflects objective performance data but is an important measure on its own. NRC principals have written, "If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem."

Selecting Survey Recipients

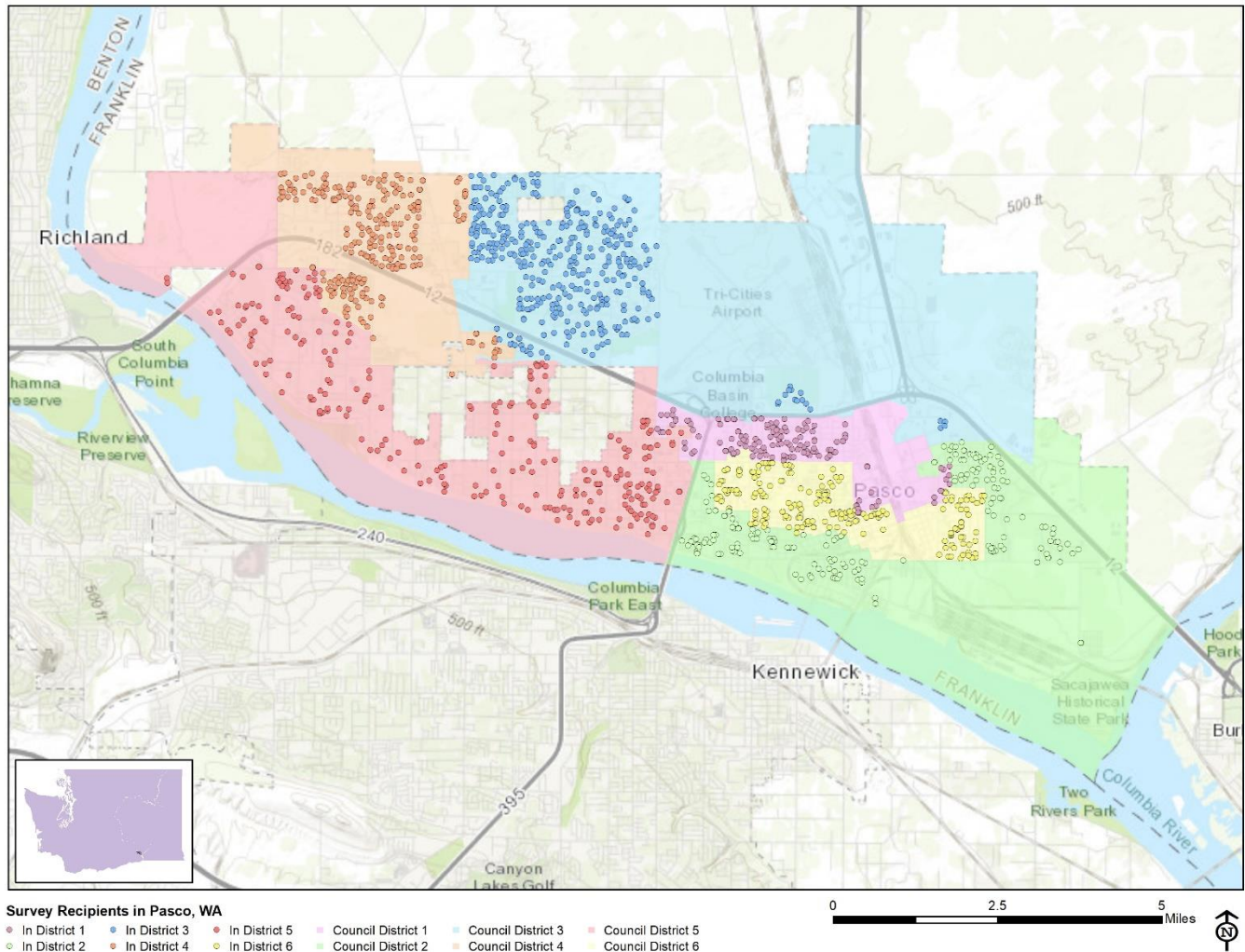
"Sampling" refers to the method by which households were chosen to receive the survey. All households within the City of Pasco were eligible to participate in the survey. A list of all households within the zip codes serving Pasco was purchased from Go-Dog Direct based on updated listings from the United States Postal Service. Since some of the zip codes that serve the City of Pasco households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file (updated on a quarterly basis) and addresses located outside of the City of Pasco boundaries were removed from consideration. Each address identified as being within City boundaries was further identified as being within one of the six Council districts.

To choose the 1,700 survey recipients, a systematic sampling method was applied to the list of households previously screened for geographic location. Systematic sampling is a procedure whereby a complete list of all possible households is culled, selecting every *N*th one, giving each eligible household a known probability of selection, until the appropriate number of households is selected. Multi-family housing units were selected at a higher rate as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units. Figure 1 displays a map of the households selected to receive the survey. In general, because of the random sampling techniques used, the displayed sampling density will closely mirror the overall housing unit density (which may be different from the population density). While the theory of probability assumes no bias in selection, there may be some minor variations in practice (meaning, an area with only 15% of the housing units might be selected at an actual rate that is slightly above or below that).

An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the “person whose birthday has most recently passed” to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the cover letter accompanying the questionnaire.

In addition to the scientific, random selection of households, a link to an online “opt-in” survey was publicized and posted to the City of Pasco website. This opt-in survey was identical to the scientific survey and open to all City residents. The data presented in this report exclude the opt-in survey data. These data can be found in the *Supplemental Online Survey Results* provided under separate cover.

Figure 1: Location of Survey Recipients



Survey Administration and Response

Selected households received three mailings, one week apart, beginning on December 6, 2019. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the Mayor inviting the household to participate, a questionnaire and a postage-paid return envelope. The final mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who had already done so to refrain from turning in another survey. The survey was available in English and Spanish languages. Both cover letters included a URL through which the residents selected for the mail survey could choose respond online rather than by mail. The cover letters also contained paragraphs in Spanish instructing participants to complete the

Spanish version of the survey online. The City of Pasco chose to augment their administration of The NCS with geographic subgroup comparisons. The results of this additional service have been provided under separate cover. Completed surveys were collected over the following nine weeks. The online “opt-in” survey became available to all residents on January 10, 2020 and remained open for four weeks.

About 2% of the 1,700 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 1,662 households that received the survey, 207 completed the survey, providing an overall response rate of 12. Of the 207 completed surveys, one was completed in Spanish and 16 were completed online. Additionally, responses were tracked by Council District; response rates by Council District ranged from 7% to 19%. The response rates were calculated using AAPOR’s response rate #2¹ for mailed surveys of unnamed persons.

Table 57: Survey Response Rates by Council District

	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Overall
Total sample used	194	256	390	333	295	232	1,700
I=Complete Interviews	13	20	58	35	54	23	203
P=Partial Interviews	0	2	2	0	0	0	4
R=Refusal and break off	1	1	0	0	0	0	2
NC=Non Contact	0	0	0	0	0	0	0
O=Other	0	0	0	0	0	0	0
UH=Unknown household	0	0	0	0	0	0	0
UO=Unknown other	170	227	327	297	237	195	1,453
NE=Not eligible	10	6	3	1	4	14	38
Response rate: (I+P)/(I+P) + (R+NC+O) + (UH+UO)	7%	9%	16%	11%	19%	11%	12%

Confidence Intervals

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions.²

The margin of error for the City of Pasco survey is no greater than plus or minus seven percentage points around any given percent reported for all respondents (207 completed surveys).

For subgroups of responses, the margin of error increases because the number of respondents for the subgroup is smaller.

¹ See AAPOR’s Standard Definitions here: [http://www.aapor.org/Standards-Ethics/Standard-Definitions-\(1\).aspx](http://www.aapor.org/Standards-Ethics/Standard-Definitions-(1).aspx) for more information

² A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the “true” population response. This theory is applied in practice to mean that the “true” perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents rate a service as “excellent” or “good,” then the 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire community is between 71% and 79%. This source of uncertainty is called sampling error. In addition to sampling error, other sources of error may affect any survey, including the non-response of residents with opinions different from survey responders. Though standardized on The NCS, on other surveys, differences in question wording, order, translation and data entry, as examples, can lead to somewhat varying results.

Survey Processing (Data Entry)

Upon receipt, completed surveys were assigned a unique identification number. Additionally, each survey was reviewed and “cleaned” as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; in this case, NRC would use protocols to randomly choose two of the three selected items for inclusion in the dataset.

All surveys then were entered twice into an electronic dataset; any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed.

NRC used SurveyGizmo, a web-based survey and analytics platform, to collect the online survey data. Use of an online system means all collected data are entered into the dataset when the respondents submit the surveys. Skip patterns are programmed into system so respondents are automatically “skipped” to the appropriate question based on the individual responses being given. Online programming also allows for more rigid control of the data format, making extensive data cleaning unnecessary.

A series of quality control checks were also performed in order to ensure the integrity of the web data. Steps may include and not be limited to reviewing the data for clusters of repeat IP addresses and time stamps (indicating duplicate responses) and removing empty submissions (questionnaires submitted with no questions answered).

Survey Data Weighting

Upon completion of data collection for both the scientific (probability) and nonscientific open participation online opt-in (non-probability) surveys, the demographics of each dataset were separately compared to those found in the 2010 Census and American Community Survey estimates for adults in the City of Pasco. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. Both survey datasets were weighted independently to best match the Census. The characteristics used for weighting were housing unit type, ethnicity, sex, age and Council District. No adjustments were made for design effects. Results for the opt-in survey have been provided under separate cover.

Table 58: Pasco, WA 2020 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing			
Rent home	30%	11%	26%
Own home	70%	89%	74%
Detached unit*	79%	92%	84%
Attached unit*	21%	8%	16%
Race and Ethnicity			
White	60%	83%	66%
Not white	40%	17%	34%
Not Hispanic	51%	81%	50%
Hispanic	49%	19%	50%
Sex and Age			
Female	50%	48%	52%
Male	50%	52%	48%
18-34 years of age	43%	10%	40%

The National Community Survey™ - Technical Appendices

35-54 years of age	35%	27%	37%
55+ years of age	22%	63%	24%
Females 18-34	21%	5%	22%
Females 35-54	17%	13%	18%
Females 55+	11%	29%	12%
Males 18-34	22%	5%	18%
Males 35-54	18%	13%	19%
Males 55+	11%	34%	12%
Council District			
District 1	11%	6%	11%
District 2	14%	11%	14%
District 3	24%	29%	26%
District 4	20%	17%	17%
District 5	19%	26%	20%
District 6	12%	11%	12%

* U.S. Census Bureau ACS 2017 5-year estimates

Survey Data Analysis and Reporting

The survey dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). For the most part, the percentages presented in the reports represent the “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” “essential” and “very important,” etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month.

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A. However, these responses have been removed from the analyses presented in the reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

The data for the opt-in survey are presented separately in the report titled *Supplemental Online Survey Results*.

Appendix D: Survey Materials

Dear Pasco Resident,

Estimado Residente de Pasco,

It won't take much of your time to make a big difference!

¡No le tomará mucho de su tiempo para marcar una gran diferencia!

Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days.

Su hogar ha sido elegido al azar para participar en una encuesta sobre su comunidad. Su encuesta le llegará dentro de pocos días.

Thank you for helping create a better city!

¡Gracias por ayudar a crear una Pasco mejor!

Sincerely,

Atentamente,



Matt Watkins
Mayor

Dear Pasco Resident,

Estimado Residente de Pasco,

It won't take much of your time to make a big difference!

¡No le tomará mucho de su tiempo para marcar una gran diferencia!

Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days.

Su hogar ha sido elegido al azar para participar en una encuesta sobre su comunidad. Su encuesta le llegará dentro de pocos días.

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¡Gracias por ayudar a crear una Pasco mejor!

Sincerely,

Atentamente,



Matt Watkins
Mayor

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Thank you for helping create a better city!

¡Gracias por ayudar a crear una Pasco mejor!

Sincerely,

Atentamente,



Matt Watkins
Mayor

Dear Pasco Resident,

Estimado Residente de Pasco,

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¡No le tomará mucho de su tiempo para marcar una gran diferencia!

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Su hogar ha sido elegido al azar para participar en una encuesta sobre su comunidad. Su encuesta le llegará dentro de pocos días.

Thank you for helping create a better city!

¡Gracias por ayudar a crear una Pasco mejor!

Sincerely,

Atentamente,



Matt Watkins
Mayor



Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94

City of Pasco
P.O. Box 293
525 N. 3rd Avenue
Pasco, WA 99301



Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94

City of Pasco
P.O. Box 293
525 N. 3rd Avenue
Pasco, WA 99301



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City of
Pasco

OFFICE OF THE MAYOR • (509) 545-3404 • FAX (509) 545-3403

P.O. Box 293 • 525 North 3rd Ave. • Pasco, WA 99301

www.pasco-wa.gov

December 2019

Dear City of Pasco Resident:

Please help us shape the future of Pasco! You have been selected at random to participate in the 2019 Pasco Community Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. Your feedback will help Pasco make decisions that affect our city.

A few things to remember:

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

WEB PLACEHOLDER

Please do not share your survey link. This survey is for randomly selected households only. If you have any questions about the survey please call 509-545-3404.

Thank you for your time and participation!

Sincerely,

Estimado Residente de la Ciudad de Pasco:

¡Por favor ayúdenos a moldear el futuro de Pasco! Usted ha sido seleccionado al azar para participar en la Encuesta de la Comunidad de Pasco del 2019.

Por favor tome unos minutos para completar la encuesta adjunta; si usted preferiría completar la encuesta en español, por favor siga las instrucciones abajo para acceder a la encuesta en español por medio de la red. Su participación en esta encuesta es muy importante – especialmente porque su hogar es uno de solamente un número pequeño de hogares que se están encuestando. Sus observaciones le ayudarán a Pasco tomar decisiones que afectarán a nuestra ciudad.

Algunas cosas para recordar:

- **Sus respuestas son completamente anónimas.**
- Para poder escuchar a un grupo diverso de residentes, el adulto de 18 años o más en su hogar que haya celebrado su cumpleaños más recientemente debe completar esta encuesta.
- **Puede devolver la encuesta por correo en el sobre pre-pagado adjunto, o puede completar la encuesta en línea en español en:**

WEB PLACEHOLDER

Para la versión en español haga clic en “Español” en la esquina superior a mano derecha.

Por favor no comparta el enlace de su encuesta. Esta encuesta es solamente para hogares seleccionados al azar. Si tiene alguna pregunta sobre la encuesta por favor llame al 509-545-3404.

¡Gracias por su tiempo y participación!

Atentamente,

Matt Watkins
Mayor/Alcalde



City of
Pasco

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December 2019

Dear City of Pasco Resident:

Here's a second chance if you haven't already responded to the 2019 Pasco Community Survey! (If you completed it and sent it back, we thank you for your time and ask you to recycle this survey. Please do not respond twice.)

Please help us shape the future of Pasco! You have been selected at random to participate in the 2019 Pasco Community Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. Your feedback will help Pasco make decisions that affect our city.

A few things to remember:

- **Your responses are completely anonymous.**
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Thank you for your time and participation!

Sincerely,

Matt Watkins
Mayor/Alcalde

Estimado Residente de la Ciudad de Pasco:

¡Aquí tiene una segunda oportunidad si usted aún no ha respondido a la Encuesta de la Comunidad de Pasco del 2019! (Si usted la completó y la devolvió, le damos las gracias por su tiempo y le pedimos que recicle esta encuesta. Por favor no responda dos veces.)

¡Por favor ayúdenos a moldear el futuro de Pasco! Usted ha sido seleccionado al azar para participar en la Encuesta de la Comunidad de Pasco del 2019.

Por favor tome unos minutos para completar la encuesta adjunta; si usted preferiría completar la encuesta en español, por favor siga las instrucciones abajo para acceder a la encuesta en español por medio de la red. Su participación en esta encuesta es muy importante – especialmente porque su hogar es uno de solamente un número pequeño de hogares que se están encuestando. Sus observaciones le ayudarán a Pasco tomar decisiones que afectarán a nuestra ciudad.

Algunas cosas para recordar:

- **Sus respuestas son completamente anónimas.**
- Para poder escuchar a un grupo diverso de residentes, el adulto de 18 años o más en su hogar que haya celebrado su cumpleaños más recientemente debe completar esta encuesta.
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¡Gracias por su tiempo y participación!

Atentamente,

The City of Pasco 2019 Community Survey

Please complete this survey if you are the adult (age 18 or older) in the household who most recently had a birthday (the year of birth does not matter). Your responses are anonymous and will be reported in group form only.

1. Please rate each of the following aspects of quality of life in Pasco.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Pasco as a place to live.....	1	2	3	4	5
Your neighborhood as a place to live	1	2	3	4	5
Pasco as a place to raise children.....	1	2	3	4	5
Pasco as a place to work	1	2	3	4	5
Pasco as a place to visit	1	2	3	4	5
Pasco as a place to retire	1	2	3	4	5
The overall quality of life in Pasco.....	1	2	3	4	5
Sense of community.....	1	2	3	4	5

2. Please rate each of the following characteristics as they relate to Pasco as a whole.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall economic health of Pasco	1	2	3	4	5
Overall quality of the transportation system (auto, bicycle, foot, bus) in Pasco	1	2	3	4	5
Overall design or layout of Pasco's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	1	2	3	4	5
Overall quality of the utility infrastructure in Pasco (water, sewer, storm water, electric/gas)	1	2	3	4	5
Overall feeling of safety in Pasco.....	1	2	3	4	5
Overall quality of natural environment in Pasco	1	2	3	4	5
Overall quality of the parks and recreation opportunities	1	2	3	4	5
Overall health and wellness opportunities in Pasco.....	1	2	3	4	5
Overall opportunities for education, culture and the arts.....	1	2	3	4	5
Residents' connection and engagement with their community	1	2	3	4	5

3. Please indicate how likely or unlikely you are to do each of the following.

	<u>Very likely</u>	<u>Somewhat likely</u>	<u>Somewhat unlikely</u>	<u>Very unlikely</u>	<u>Don't know</u>
Recommend living in Pasco to someone who asks	1	2	3	4	5
Remain in Pasco for the next five years	1	2	3	4	5

4. Please rate how safe or unsafe you feel:

	<u>Very safe</u>	<u>Somewhat safe</u>	<u>Neither safe nor unsafe</u>	<u>Somewhat unsafe</u>	<u>Very unsafe</u>	<u>Don't know</u>
In your neighborhood during the day.....	1	2	3	4	5	6
In Pasco's downtown/commercial area during the day ..	1	2	3	4	5	6
From property crime.....	1	2	3	4	5	6
From violent crime.....	1	2	3	4	5	6
From fire, flood or other natural disaster	1	2	3	4	5	6

5. Please rate the job you feel the Pasco community does at each of the following.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Making all residents feel welcome	1	2	3	4	5
Attracting people from diverse backgrounds.....	1	2	3	4	5
Valuing/respecting residents from diverse backgrounds.....	1	2	3	4	5
Taking care of vulnerable residents (elderly, disabled, homeless, etc.).....	1	2	3	4	5

6. Please rate each of the following characteristics as they relate to Pasco as a whole.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall quality of business and service establishments in Pasco	1	2	3	4	5
Variety of business and service establishments in Pasco.....	1	2	3	4	5
Vibrancy of downtown/commercial area	1	2	3	4	5
Employment opportunities	1	2	3	4	5
Shopping opportunities	1	2	3	4	5
Cost of living in Pasco.....	1	2	3	4	5
Overall image or reputation of Pasco	1	2	3	4	5

7. Please rate each of the following characteristics as they relate to Pasco as a whole.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Traffic flow on major streets.....	1	2	3	4	5
Ease of public parking.....	1	2	3	4	5
Ease of travel by car in Pasco.....	1	2	3	4	5
Ease of travel by public transportation in Pasco.....	1	2	3	4	5
Ease of travel by bicycle in Pasco.....	1	2	3	4	5
Ease of walking in Pasco.....	1	2	3	4	5
Well-planned residential growth.....	1	2	3	4	5
Well-planned commercial growth.....	1	2	3	4	5
Well-designed neighborhoods.....	1	2	3	4	5
Preservation of the historical or cultural character of the community.....	1	2	3	4	5
Public places where people want to spend time.....	1	2	3	4	5
Variety of housing options.....	1	2	3	4	5
Availability of affordable quality housing.....	1	2	3	4	5
Overall quality of new development in Pasco.....	1	2	3	4	5
Overall appearance of Pasco.....	1	2	3	4	5
Cleanliness of Pasco.....	1	2	3	4	5
Water resources (beaches, lakes, ponds, riverways, etc.).....	1	2	3	4	5
Air quality.....	1	2	3	4	5
Availability of paths and walking trails.....	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.)... 1	2	3	4	5	
Recreational opportunities.....	1	2	3	4	5
Availability of affordable quality food.....	1	2	3	4	5
Availability of affordable quality health care.....	1	2	3	4	5
Availability of preventive health services.....	1	2	3	4	5
Availability of affordable quality mental health care.....	1	2	3	4	5
Opportunities for cultural enrichment.....	1	2	3	4	5
Opportunities to attend cultural/arts/music activities.....	1	2	3	4	5
Community support for the Arts.....	1	2	3	4	5
Availability of affordable quality childcare/preschool.....	1	2	3	4	5
K-12 education.....	1	2	3	4	5
Adult educational opportunities.....	1	2	3	4	5
Sense of civic/community pride.....	1	2	3	4	5
Neighborliness of residents in Pasco.....	1	2	3	4	5
Opportunities to participate in social events and activities.....	1	2	3	4	5
Opportunities to attend special events and festivals.....	1	2	3	4	5
Opportunities to volunteer.....	1	2	3	4	5
Opportunities to participate in community matters.....	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds.....	1	2	3	4	5

8. Please indicate whether or not you have done each of the following in the last 12 months.

	<u>No</u>	<u>Yes</u>
Contacted the City of Pasco (in-person, phone, email or web) for help or information.....	1	2
Contacted Pasco elected officials (in-person, phone, email or web) to express your opinion.....	1	2
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.).....	1	2
Watched (online or on television) a local public meeting.....	1	2
Volunteered your time to some group/activity in Pasco.....	1	2
Campaigned or advocated for a local issue, cause or candidate.....	1	2
Voted in your most recent local election.....	1	2
Used bus, rail, subway or other public transportation instead of driving.....	1	2
Carpooled with other adults or children instead of driving alone.....	1	2
Walked or biked instead of driving.....	1	2

The City of Pasco 2019 Community Survey

9. Please rate the quality of each of the following services in Pasco.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Public information services.....	1	2	3	4	5
Economic development.....	1	2	3	4	5
Traffic enforcement	1	2	3	4	5
Traffic signal timing.....	1	2	3	4	5
Street repair	1	2	3	4	5
Street cleaning.....	1	2	3	4	5
Street lighting	1	2	3	4	5
Snow removal.....	1	2	3	4	5
Sidewalk maintenance.....	1	2	3	4	5
Bus or transit services	1	2	3	4	5
Land use, planning and zoning.....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.)	1	2	3	4	5
Affordable high-speed internet access	1	2	3	4	5
Garbage collection	1	2	3	4	5
Drinking water	1	2	3	4	5
Sewer services.....	1	2	3	4	5
Storm water management (storm drainage, dams, levees, etc.)	1	2	3	4	5
Utility billing	1	2	3	4	5
Police/Sheriff services.....	1	2	3	4	5
Crime prevention	1	2	3	4	5
Animal control.....	1	2	3	4	5
Ambulance or emergency medical services	1	2	3	4	5
Fire services	1	2	3	4	5
Fire prevention and education.....	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	1	2	3	4	5
Preservation of natural areas (open space, farmlands and greenbelts)	1	2	3	4	5
Pasco open space	1	2	3	4	5
Recycling.....	1	2	3	4	5
Yard waste pick-up.....	1	2	3	4	5
City parks.....	1	2	3	4	5
Recreation programs or classes	1	2	3	4	5
Recreation centers or facilities	1	2	3	4	5
Health services.....	1	2	3	4	5
Public library services	1	2	3	4	5
Overall customer service by Pasco employees (police, receptionists, planners, etc.)	1	2	3	4	5

10. Please rate the following categories of Pasco government performance.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The value of services for the taxes paid to Pasco.....	1	2	3	4	5
The overall direction that Pasco is taking.....	1	2	3	4	5
The job Pasco government does at welcoming resident involvement.....	1	2	3	4	5
Overall confidence in Pasco government	1	2	3	4	5
Generally acting in the best interest of the community	1	2	3	4	5
Being honest.....	1	2	3	4	5
Being open and transparent to the public.....	1	2	3	4	5
Informing residents about issues facing the community	1	2	3	4	5
Treating all residents fairly	1	2	3	4	5
Treating residents with respect	1	2	3	4	5

11. Overall, how would you rate the quality of the services provided by each of the following?

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The City of Pasco	1	2	3	4	5
The Federal Government.....	1	2	3	4	5

12. Please rate how important, if at all, you think it is for the Pasco community to focus on each of the following in the coming two years.

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>
Overall economic health of Pasco	1	2	3	4
The overall quality of the transportation system in Pasco	1	2	3	4
The overall design or layout of Pasco's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	1	2	3	4
The overall quality of the utility infrastructure in Pasco (water, sewer, storm water, electric/gas)	1	2	3	4
Overall feeling of safety in Pasco.....	1	2	3	4
Overall quality of natural environment in Pasco	1	2	3	4
The overall quality of the parks and recreation opportunities.....	1	2	3	4
Health and wellness opportunities in Pasco	1	2	3	4
Overall opportunities for education, culture and the arts.....	1	2	3	4
Residents' connection and engagement with their community	1	2	3	4

13. Pasco recently formed an Arts and Culture Commission. The Commission will be responsible for finding funding and resources to create several public art projects. To what extent do you support or oppose using public funds to help pay for public art projects?

- ☐ Strongly support
- ☐ Somewhat support
- ☐ Somewhat oppose
- ☐ Strongly oppose
- ☐ Don't know

14. The City of Pasco is exploring ways to take action to increase the development/supply of more affordable housing units. To what extent would you support or oppose the City exploring each the following options?

	<u>Strongly support</u>	<u>Somewhat support</u>	<u>Somewhat oppose</u>	<u>Strongly oppose</u>	<u>Don't know</u>
Provide incentives for the development of housing that is affordable to more households (lower price points).....	1	2	3	4	5
Implement zoning initiatives to increase housing supply and options through increased density or building types.....	1	2	3	4	5
Allocate public funding to create additional affordable housing.....	1	2	3	4	5
Let the market decide	1	2	3	4	5

15. How likely, if at all, would each of the following be to bring you to downtown more often?

	<u>Very likely</u>	<u>Somewhat likely</u>	<u>Not at all likely</u>
More cultural opportunities.....	1	2	3
More unique dining opportunities	1	2	3
More national chain restaurants	1	2	3
More service-oriented businesses (e.g., spa/nail/esthetician services, beer/wine bar, coffee café, dry cleaner, etc.)	1	2	3
More children/youth opportunities	1	2	3

The City of Pasco 2019 Community Survey

Our last questions are about you and your household.

Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

D1. Thinking about a typical week, how many times do you:

	Several times a day	Once a day	A few times a week	Every few weeks	Less often or never	Don't know
Access the internet from your home using a computer, laptop or tablet computer	1	2	3	4	5	6
Access the internet from your cell phone.....	1	2	3	4	5	6
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	1	2	3	4	5	6
Use or check email.....	1	2	3	4	5	6
Share your opinions online.....	1	2	3	4	5	6
Shop online.....	1	2	3	4	5	6

D2. Would you say that in general your health is:

- ☐ Excellent
 ☐ Very good
 ☐ Good
 ☐ Fair
 ☐ Poor

D3. What impact, if any, do you think the economy will have on your family income in the next 6 months?

Do you think the impact will be:

- ☐ Very positive
 ☐ Somewhat positive
 ☐ Neutral
 ☐ Somewhat negative
 ☐ Very negative

D4. How many years have you lived in Pasco?

- ☐ Less than 2 years
☐ 2-5 years
☐ 6-10 years
☐ 11-20 years
☐ More than 20 years

D5. Which best describes the building you live in?

- ☐ One family house detached from any other houses
☐ Building with two or more homes
 (duplex, townhome, apartment or condominium)
☐ Mobile home
☐ Other

D6. Do you rent or own your home?

- ☐ Rent
☐ Own

D7. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?

- ☐ Less than \$500
 ☐ \$2,000 to \$2,499
☐ \$500 to \$999
 ☐ \$2,400 to \$2,999
☐ \$1,000 to \$1,499
 ☐ \$3,000 to \$3,499
☐ \$1,500 to \$1,999
 ☐ \$3,500 or more

D8. Do any children 17 or under live in your household?

- ☐ No
 ☐ Yes

D9. Are you or any other members of your household aged 65 or older?

- ☐ No
 ☐ Yes

D10. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

- ☐ Less than \$25,000
 ☐ \$75,000 to \$99,999
☐ \$25,000 to \$49,999
 ☐ \$100,000 to \$149,999
☐ \$50,000 to \$74,999
 ☐ \$150,000 or more

D11. Are you Spanish, Hispanic or Latino?

- ☐ No, not Spanish, Hispanic or Latino
☐ Yes, I consider myself to be Spanish, Hispanic or Latino

D12. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

- ☐ American Indian or Alaskan Native
☐ Asian, Asian Indian or Pacific Islander
☐ Black or African American
☐ White
☐ Other

D13. In which category is your age?

- ☐ 18-24 years
 ☐ 55-64 years
☐ 25-34 years
 ☐ 65-74 years
☐ 35-44 years
 ☐ 75 years or older
☐ 45-54 years

D14. What is your gender?

- ☐ Female
☐ Male
☐ Identify in another way

Thank you!

Please return the completed survey in the postage-paid envelope to:
National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502



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